

MENU OF SERVICES COLLABORATIVE PROJECT

*Iowa Vocational Rehabilitation Services
&
Community Rehabilitation Providers*



Finding solutions. Generating success.

Menu of Services Manual

October, 2016

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Overview of Service Agreements

Contracting with CRP's

Iowa Vocational Rehabilitation Services (IVRS) supports Community Rehabilitation Programs (CRPs) as respected and valued partners in providing employment services to IVRS job candidates. “**Menu of Services**” refers to various employment services that IVRS is able to purchase from a CRP on behalf of an IVRS job candidate. IVRS and CRP staff work together to jointly coordinate services that will assist a job candidate in reaching a successful employment outcome. IVRS remains interested in expanding local CRP partnerships and welcomes new and existing partners in the provision of quality employment services.

Accreditation Requirements

IVRS purchases various services from a CRP that has been approved in advance to provide employment services. IVRS must verify that a CRP partner has the necessary certification and/or accreditation requirements prior to purchasing services with state and federal funds. It is the policy of the IVRS to use Community Rehabilitation Programs that are accredited by the appropriate accreditation organizations such as the Commission on Accreditation of Rehabilitation Facilities (CARF); the Council on Quality and Leadership (CQL); the International Center for Clubhouse Development; Project Search International; and the Joint Commission on Accreditation of Health Organizations (JCAHO). IVRS will apply its own standards to programs which are in the process of becoming accredited. A three-year period has been established to allow a CRP time to obtain the necessary certification required for certain employment services, unless the CRP has received approval to provide selected services through another state agency.

Payment Schedules

All IVRS purchased services require prior authorization from IVRS staff before services can be rendered and payment can be made. If the CRP has a waiting list of more than 30 days, the option to select an alternate CRP provider will be made to the job candidate. Waiting lists in excess of 30 days expose the provider to cancellation of the service agreement. Written authorization for services will be issued to the CRP with the expectation that the provider can serve the job candidate and comply with the timeframes indicated in the payment schedule. IVRS will track the timeframes for services to completion and results for each provider.

Report Out

Once each year, an **Annual Report** will be issued by IVRS to each CRP which reflects the number of referrals IVRS made to that CRP, the dollar amount of services purchases by IVRS from that CRP, the employment outcomes (including individuals closed successfully as well as those closed unsuccessfully), the average hours worked, hourly rate of pay, and the average cost per successful employment outcome. The general practice of IVRS is to utilize community partners to deliver items from the **Menu of Services** based on the partners’ ability to supply the quality of training desired, and to achieve expected outcomes resulting in job placements for job candidates of IVRS. Ongoing communication between IVRS and a local CRP is welcomed and partners are encouraged to share additional information that may be relevant and reflective of the services each CRP provides.

All services must comply with the **CRP Responsibilities** outlined for each service or payment will not be made. No additional fees will be paid for requested meetings, reports or travel unless negotiated as part of a contract amendment in advance with IVRS administration.

IVRS staff should read and refer to **IVRS Responsibilities** before initiating or authorizing from the ***Menu of Services***.

New Providers

If you are a new agency or person interested in serving IVRS job candidates as an approved provider, you will need to arrange a face-to-face interview with the area office supervisor at your local IVRS office. The IVRS supervisor will provide information on next steps.

Existing Providers

To renew an agreement, you will need to arrange communication with the area office supervisor to discuss the past performance and future expectations and the progress to achieve for the upcoming year. The timeframe for entering a new agreement is based upon the IVRS approval date, and covers the possibility of five one-year extensions. A CRP agreement will outline the employment services agreed to by the CRP. IVRS will initiate a contract to each CRP approved to deliver employment services to job candidates of IVRS. A signature on the contract agreement will be required from the CRP's contracting authority and returned to IVRS electronically - or by fax or mail.

Toll-Free: 800.532.1486 General Voice: 515.281.4211 TTY, call Iowa Relay at 711 or 1-800-735-2942

IVRS Office Locations: <http://www.ivrs.iowa.gov/ContactUs/maincontact.html>

List of Area Offices (alphabetical order)

- [Burlington Area Office](#)
- [Cedar Rapids Area Office](#)
- [Council Bluffs Area Office](#)
- [Davenport Area Office](#)
- [Dubuque Area Office](#)
- [Fort Dodge Area Office](#)
- [Iowa City Area Office](#)
- [Mason City Area Office](#)
- [North Central Area Office](#)
- [Ottumwa Area Office](#)
- [Sioux City Area Office](#)
- [Waterloo Area Office](#)
- [West Central Area Office](#) (Includes Polk County)

Contact Information

Questions may be directed to the IVRS Resource Manager: leeann.russo@iowa.gov 515.281.4144 located at:
Iowa Vocational Rehabilitation Services
510 E. 12th St. Des Moines, IA 50319

Statewide Services and Resource Information

IVRS Service Providers

<http://www.ivrs.iowa.gov/>

Map of CRPs

<http://www.ivrs.iowa.gov/partners/CRP/CRPmainpage.htm>

Statewide Service Fee Structure

<http://www.ivrs.iowa.gov/partners/CRP/Employmentcodes.xlsx>

Guidance/Links

- IVRS website for Partners
<http://www.ivrs.iowa.gov/partners/partners.html>
- IVRS Program Policy
<http://www.ivrs.iowa.gov/CaseServiceManual/CaseServiceManualIndex.htm>
- IVRS contract Shell
<http://www.ivrs.iowa.gov/partners/CRP/CRPContractNewTN.docx>
- IRS W-9 Form Request for Taxpayer Identification
http://www.ivrs.iowa.gov/partners/CRP/sub_w9_vendor_form.docx

Best Practice/Resources <http://www.ivrs.iowa.gov/cesframeset.html>

- Asset Development
- Customized Employment
- Discovery
- Employment First
- Financial Stability and the Rehabilitation Process
- High Performing Community-Based Pre-Vocational Services
- High Performing Community-Based Services
- Mental Health and Employment Practices
- School to Work and Successful Transition Practices
- The Roles and Importance of Parent Engagement

Menu of Services Introduction

The **Menu of Services** is a process of service delivery designed to result in employment for job candidates of Iowa Vocational Rehabilitation Services (IVRS). The concept behind the **Menu of Services** approach and the flexibility it offers has been in place since 2001; and information is regularly updated. Efforts to coordinate Iowa services and systems have been occurring over multiple years and Iowa's commitment to improving employment outcomes is the foundation from which the **Menu of Services** originates.

Menu of Services Goals

- ❖ A flexible consumer-driven, outcome-oriented service delivery system.
- ❖ A statewide system with standardized payments and quality core services.
- ❖ A collaboration and communication among IVRS counselors and CRP providers.

The **Menu of Services** is an agreement between IVRS and a Community Rehabilitation Provider (CRP) that insures the job candidate's needs drive the planning and service delivery process. The focus is on the needs of each job candidate, rather than what is available to serve the job candidate; and drives the flexibility, selection, and planning for employment services.

The creativity in providing opportunities is essential to meet all interests, needs and outcomes of individual job candidates seeking employment. The job candidate, with their team, determines which outcomes are needed in order for them to progress in reaching the goal identified on their Individual Plan for Employment (IPE).

The IVRS counselor and job candidate refer their questions and service request(s) to the CRP, which determines if they have the capacity to provide answers, and works in partnership with the counselor and the job candidate. When the CRP accepts the job candidate and the job candidate is enrolled in their services, the IVRS counselor authorizes the employment services necessary to assist the job candidate in achieving his/her goal(s).

Reports submitted to IVRS for payment documentation should describe the Performance Measures (see "Definitions" under **Menu of Services** Features) that were accomplished, in addition to other pertinent information necessary to enhance the job candidate's and the IVRS counselor's understanding of the questions asked and results of each service provided. All reports should reflect the itemized number of hours a CRP worked on the specific employment service.

Employment First

Across the nation, **Employment First** is a declaration of both philosophy and policy stating that:

"Employment is the **first** priority and preferred outcome of publicly-funded services for people with disabilities." Momentum for making Employment First (E1st) a reality in Iowa continues to grow and this helps propel system changes that can support full access to employment for all Iowans with disabilities. Competitive integrated employment paid at competitive wages is the ultimate goal of E1st and what it's all about. Embracing E1st has driven changes in service systems and advanced conversations about getting people to work. Iowa continues to invest dollars to develop strategies to promote E1st by enhancing the potential of job candidates by

E1st, continued

respecting their current progress and promoting future opportunities - with an expectation that “everybody is ready for something.” E1st is also well-aligned with other federal laws, regulations and guidance focused on publicly-funded services for individuals with disabilities. E1st aligns with the primary focus of the Workforce Innovation and Opportunity Act (WIOA) signed into law by President Obama in 2014. WIOA requires state agencies to work together to improve community integrated, competitive wage employment opportunities for youth and adults with disabilities.

To Iowa’s credit, the State has had a long-standing *Memorandum of Agreement* signed by eight state agencies to collaborate and support integrated community employment services for Iowans with disabilities.

Iowa continues to look at enhancing employment services and has redesigned service descriptions and reimbursement methodologies to support providers who expand community employment opportunities for people with disabilities. The manner in which state providers are rebuilding systems to align funds is helping to influence the future of employment in Iowa. By establishing mutual priorities, Iowa has increased opportunities to develop shared planning and shared accountability measures across systems - to truly ensure we are moving towards employment outcomes in integrated settings for all Iowans.

Collective Impact

This update to the ***Menu of Services*** Manual recognizes Iowa’s shared appreciation of the importance of work. Everyone should have the opportunity to attempt competitive integrated employment at minimum wage or higher if so desired; not only to comply with federal requirements under the Americans with Disabilities Act, WIOA and the Olmstead decision, but because it’s a disservice if people are not expected to work. Work is the great equalizer and updated revisions to the ***Menu of Services*** is the result of collaborative projects between various CRP partners and IVRS that have shown great promise.

As a state, agencies are committed to ensuring all people with disabilities have the opportunity to work in the general workforce and to enjoy the many benefits associated with having employment. Iowa has utilized various federal grants to develop, explore, refine and re-define employment services. Grant projects helped confirm that no one agency can accomplish E1st goals alone. A key highlight in various projects involving IVRS and CRP partners has been the individual nature of service delivery and results showing that individuals with the most significant disabilities can be successful in competitive integrated employment. Service provision and strategies were done in a collaborative manner with the involvement of cross-agency teams to proactively respond to our changing workplace, culture and federal influences.

Roles and Responsibilities

The cornerstone of the ***Menu of Services*** is a partnership formed by the person receiving services (job candidate), the Iowa Vocational Rehabilitation Services (IVRS) and a Community Rehabilitation Provider (CRP). The purpose of this partnership is to assist the job candidate to achieve employment goals that are consistent with his/her preferences, interests, strengths and needs. The goal of this partnership is to assist the job candidate in becoming employed and productive through mutual respect and clearly defined roles and responsibilities.

IVRS Counselor Roles and Responsibilities

A VR counselor is expected to determine if an individual is eligible to receive services through IVRS. Collaboratively, the counselor explores with the job candidate their interests, preferences, aptitudes, achievement, and transferable work skills to jointly develop an individualized plan reflecting informed choice. The expectation is that the counselor will work in partnership to assist the job candidate in achieving the employment goal identified on the Individual Plan for Employment (IPE). A counselor, working in partnership, assumes the following responsibilities in implementing the ***Menu of Services***:

- ❖ Establishes IVRS eligibility and placement on the waiting list;
- ❖ Develops an IPE with active and eligible job candidates to arrange services that included expected timeframes and outcomes;
- ❖ Advocates for and with job candidates in obtaining services to meet the job candidate's needs;
- ❖ Counsels job candidates to develop career awareness, self-advocacy, and other needed skills;
- ❖ Selects and arranges for services to assist the job candidate in skill development and employment;
- ❖ Ensures extended support services are identified and able to provide ongoing follow-up for job candidates who receive Supported Employment Services;
- ❖ Approves service delivery from an approved CRP;
- ❖ Communicates regularly with the job candidate and CRP provider regarding the job candidate's progress;
- ❖ Reviews documentation submitted by the CRP that reflects time billed and includes reports required for each service;
- ❖ Arranges for payment in a timely manner;
- ❖ Provides technical assistance to the CRP provider;
- ❖ Provides job development in concert with the CRP provider;
- ❖ Coordinates and collaborates with all team members the purpose of the planned activities and shares in monitoring progress and determining recommendations for next steps;
- ❖ Assesses stabilization of the job and appropriateness prior to closure, and the need for post-employment services;
- ❖ Completes Ticket-To-Work (TTW) responsibilities and facilitates hand-off to job candidate's Employment Network of choice in cases where a job candidate is receiving SSI/DI benefits.

CRP Provider Roles and Responsibilities

The local CRP provider works in partnership with the IVRS counselor and the job candidate to meet the identified needs of the job candidate. Depending upon the needs identified and the services the IVRS counselor and job candidate determine necessary, the CRP provider assumes many responsibilities. The CRP provider:

- ❖ Reviews information to determine if the CRP offers the appropriate service(s) to meet the job candidate's needs;
- ❖ Obtains advance approval from IVRS prior to providing an employment service;
- ❖ Provides opportunities for the job candidate to identify, demonstrate and share their interests, contributions, talents as applied to potential employment tasks;
- ❖ Provides opportunities for the job candidate to discover occupations of interest and skill match;
- ❖ Convenes the rehabilitation team after each service/activity to discuss with the job candidate what was learned and the next steps;
- ❖ Assesses the job candidate's interests, aptitudes, preferences, achievement, and transferable skills to provide an appropriate recommendation, utilizing local labor market information, for an employment goal;
- ❖ Coordinates and conducts comprehensive planning meetings as requested by the IVRS counselor to develop a plan that addresses the job candidate's needs in living, learning and working environments;
- ❖ Develops assessment sites and jobs within the local community; taking into account each job candidate's abilities and their specific requirements for transportation;
- ❖ Initiates stipend payments to a job candidate when real work is performed;
- ❖ Initiates business contacts and relationships to obtain information to inform the placement process;
- ❖ Communicates regularly with the job candidate and IVRS regarding progress;
- ❖ Provides follow-up to determine the job candidate's stabilization on the job;
- ❖ Provides job coaching at the level identified by the partnership to assist the job candidate to learn the job and achieve stabilization;
- ❖ Markets the job candidate to employers;
- ❖ Documents successful completion of the Performance Measures and produces billing statements and reports required for each service;
- ❖ Encourages job candidate's success at work;
- ❖ Provides crisis intervention if necessary;
- ❖ Provides training as identified;
- ❖ Monitors job candidate performance, outcomes, and timely payments.

Individual Receiving Services (Job Candidate) Roles and Responsibilities

The individual receiving services through IVRS - the job candidate - is a partner and the principal focus in the **Menu of Services** process. The job candidate, in collaboration with the IVRS counselor, selects the services necessary to assist in achieving the job candidate's employment goal. The job candidate:

- ❖ Explores and discovers their talents and interest that connect with occupations;
- ❖ Explores career opportunities and vocational options to make an informed choice;
- ❖ Identifies their needs and works with team members to address them;
- ❖ Participates and is actively engaged in services that were identified to meet their needs;
- ❖ Advocates for him/herself to develop an appropriate Individual Plan for Employment and obtain employment consistent with this IPE;
- ❖ Communicates regularly with the IVRS counselor and CRP provider regarding progress;
- ❖ Implements the employer, IVRS counselor, and CRP provider advice and guidance when it will enhance employability and job retention;
- ❖ Actively participates and is responsible for achieving an employment outcome.

Collaboration Responsibilities for Team

Collaboration between team members is a key component to the successful implementation of the **Menu of Services**. A job candidate's team works together to identify specific needs and skills, as well as services required to meet those needs. While IVRS counselors and CRP providers are familiar with goods and services that may meet a need, the value in the job candidate participating in researching options is critical to success. Professional staff may need to assist the job candidate in setting up initial appointments, identifying transportation options, completing paperwork, obtaining documentation, problem resolution, service coordination, following through on responsibilities, etc., but the entire process should be a learning experience so job candidates may better advocate for themselves. A person's team will look different based on where a job candidate is in the process, or the employment service.

Effective collaboration and teamwork is the direct result of relationship building. Frequent communication and follow-up among partners allows everyone involved to focus on shared goals. Consistent communication enhances trust and encourages involvement so that problem-solving proactively addresses situations before they evolve into insurmountable issues. IVRS staff are considered part of a job candidate's team, regardless of the funding source or service provided, until a case is closed by IVRS.

A key component to the **Menu of Services** is that it is driven by the needs of the job candidate, not the process. Services wrap-around the individual to create the necessary supports and guidance to enhance employment for individuals with most significant disabilities. Infused throughout each step of the rehabilitation process are opportunities for the job candidate and the rehabilitation team to explore and determine what supports are needed for the job candidate in employment. This involves a continual process of learning, applying, re-designing, and achieving.

Menu of Service Features

Definitions

Some terminology in the ***Menu of Services*** may require an explanation in order for the process and components to be understood.

Accreditation:

The basis of accreditation is to determine how the process and procedures the organization has developed are producing positive outcomes in the lives of the persons served, the organization and the community. It is the industry's recognition of a quality service or program. It is the policy of the IVRS to use Community Rehabilitation Programs that are accredited by appropriate accreditation organizations, such as Commission on Accreditation of Rehabilitation Facilities (CARF); the Council on Quality and Leadership (CQL); the International Center for Clubhouse Development; Project Search International; and the Joint Commission on Accreditation of Health Organizations (JCAHO). IVRS will apply its own standards to those programs which are in the process of becoming accredited.

Certified Vocational Evaluator:

Certification is required for individuals providing Comprehensive Vocational Evaluation services and obtained through the Commission on Rehabilitation Counselor Certification (CRCC) or similar accrediting body.

Competitive Integrated Employment:

Work that is performed on a full-time or part-time basis including self-employment for which an individual:

- a. Is compensated at a rate that shall not be less than minimum wage; and
- b. Is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, and who are in similar occupations by the same employer and who have similar training, experience, and skills; or
- c. In the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and
- d. Is eligible for the level of benefits provided to other employees;
- e. That is at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons; and
- f. Present opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions.

Documentation:

Documentation requirements should demonstrate billed units, in 15 minute increments, and be provided with the IVRS form for the particular service. The completion of the related form is the documentation to support the services being billed. At times a service might be billed for before it is completed. At that point, some type of narrative report should be provided that details progress, activities and next steps and outline:

- ✓ Date(s) of service and hours worked each date:
- ✓ Total number of hours worked:
- ✓ CRP Signature

Exception:

Is required for a service that exceeds the maximum number of units and must be approved in advance by IVRS staff for funding to continue.

Extended Employment:

Work in a non-integrated or sheltered setting for a public or private nonprofit agency or organization that provides compensation in accordance with the Fair Labor Standards Act.

Extended Services:

These reflect job coaching after stabilization (status 22-0) and follow-along services that are required after 90 days of stabilized employment. IVRS staff must obtain a commitment from the funding source to provide, at a minimum, twice-monthly monitoring of these services at the work site to assess employment stability. If it is determined in the IPE that off-site monitoring is most appropriate, then it must, at a minimum, consist of two meetings with the individual and one contact with the employer each month. The IVRS counselor must assure that the plan of natural supports is implemented.

Informed Choice (in relation to integrated employment):

Individuals' and their families' initial response when offered integrated options may be reluctance or hesitancy. Public entities must take affirmative steps to remedy this history of segregation and prejudice in order to ensure that individuals have an opportunity to make an **informed choice**. Such steps include providing information about the benefits of integrated settings; facilitating visits or other experiences in such settings; and offering opportunities to meet with other individuals with disabilities who are living, working and receiving services in integrated settings, with their families, and with community providers. Public entities also must make reasonable efforts to identify and addresses any concerns or objections raised by the individual or another relevant decision-maker.

Individual Plan for Employment (IPE):

The plan of services developed between IVRS and a job candidate to identify a vocational goal and the mutually agreed upon services to reach that goal is called the IPE.

Individuals with Disabilities Education Act (IDEA):

A federal law that requires schools to serve the educational needs of eligible students with disabilities.

Natural Supports:

Are “supports provided to an employee with a disability from supervisors and co-workers, such as mentoring, friendship, socializing at breaks or after work, providing feedback on job performance or learning a new skill together.” A plan for natural supports requires a detailed description of how the natural support will be trained and the agreement on how to connect with the long-term provider when difficulties arise requiring more continued involvement by the CRP.

Payment schedule:

Is the set fee paid to a provider for each 15 minute unit of service.

Performance Measures:

Are the specific activities and actions that must occur before the service has been completed. The completion of Performance Measures identifies when the final outcome has been accomplished.

Pre-Employment Transition Services (PETS):

Are services for all students with disabilities, age 21 and under, in need of such services who are served by their local education agency under an Individualized Education Program (IEP) or 504 accommodation(s) plan. PETS includes: *Job exploration counseling, Work-based learning experiences, Counseling on opportunities, Workplace readiness training and Self-Advocacy.*

Seasonal Work:

IVRS cannot consider seasonal work successful unless the employer waives the employee from having to look for a job under Unemployment and commits to bring back the individual for continued employment (ex. construction work).

Services:

Are events or specific activities that result in a final outcome.

Stabilization:

Stabilization is reached when the job candidate, the employer, the IVRS counselor and job coach/CRP determine that the job candidate’s performance on the job is acceptable and maintainable. A job is considered stable when the job coaching has faded and the employer is satisfied with the job candidate’s performance on the job. It is also considered stable and suitable when the job candidate is permanently employed and no further services are needed.

Stipend:

Reimbursement provided by a CRP to a job candidate for the performance of actual work completed as part of a Workplace Readiness Assessment, Work Adjustment service or Occupational Skills training. A CRP assumes responsibility for paying an IVRS job candidate a stipend at minimum wage (or above) for any actual work performed, which can be submitted to IVRS for reimbursement. A percentage of any additional cost to the CRP may be factored in as part of the payment claim submitted to IVRS for reimbursement (ex. Worker's Compensation, Insurance, payroll expenses, etc.) Stipend amounts vary from one CRP to another.

Supported Employment:

competitive integrated employment, including customized employment, that is individualized and customized consistent with the strengths, abilities, interests, and informed choice of the individual involved for whom competitive integrated employment has not historically occurred; or for whom competitive integrated employment has been interrupted or intermittent as a result of a significant disability; and who because of the nature and extent of their disability require intensive supported employment services and extended services in order to perform the work involved.

Supported Employment Services:

Ongoing support services, including customized employment, needed to support and maintain an individual with the most significant disability in supported employment, that:

- a. Are provided singly or in combination and are organized and made available as to assist the individual with a most significant disability achieve competitive integrated employment;
- b. Are based on a determination of the needs of the eligible individual as specified in the IPE; and
- c. Are provided for a period of 24 months (although the timeframe may be extended if necessary) in order to achieve the employment outcome identified in the IPE.

Time Limits:

Is the amount of time allowed under a specific service.

Unit:

Is a 15 minute period of time.

Volunteering:

IVRS is unable to write a Plan for Employment or close a job candidate's case as successful with a vocational goal of "volunteering." This type of opportunity may fall under employment services such as: Workplace Readiness Assessment, Job Shadow, Career Exploration, or possibly Work Adjustment training. IVRS can be creative in providing, purchasing or arranging for services a job candidate requires to help them achieve competitive employment, and has some flexibility in exploring other services that may be needed to complement an employment goal. The best approach is to discuss a volunteering situation with the IVRS counselor to collaborate in order to determine what services the job candidate would benefit from.

Staff Credentials

IVRS requires the following credentials for **Comprehensive Vocational Evaluation** services from an individual performing as a Certified Vocational Evaluator:

Qualifications: IVRS requires an individual serving as a Comprehensive Evaluator provide proof of one of the following:

Option 1.) A current certification/registration from the Professional Vocational Evaluators or Certified Vocational Evaluation Specialists **Or;**

Option 2.) A current certification from the Commission on Rehabilitation Counselor Certification (CRCC), **Or;**

Option 3.) An Iowa license for Professional Counseling. **Or;**

Option 4.) A Bachelors or Master's degree in any of the following:

- ✓ Education, Psychology, Rehabilitation, Rehabilitation Psychology, School Psychology, Social Services, Special Education, or Vocational Evaluation, AND
- ✓ Meet the Standards for Educational and Psychological Testing as developed by the APA, AERA, and NCME to obtain, administer and interpret the required tests.

IVRS requires the following credentials for **Employment Services** from an individual who has a Certificate of Completion from an Employment Specialist Training Program in:

- Job Development Training
- Job Coach Training

Qualifications: IVRS requires service providers to be trained in one of the following options: through IA-APSE (Association of Persons Supporting Employment First); or *DirectCourse* through the Iowa Association of Community Providers (IACP); or to have credentials as a licensed educator with the State of Iowa; or a degree in rehabilitation or closely related field.

Job coaches meet the requirements through a CRP's CARF accreditation and training. The individual who provides job coaching services should be able to adequately convey information about how the job is to be done - and be acceptable to both the job candidate and the employer.

Job coaches must complete the Employment Specialist training if they do not have the degree in rehabilitation or education unless requirements are met through the CRP accreditation process. Job coaches have up to one year to complete training requirements for Job Coaching services.

Services to Youth

Individuals Under Age 24

Effective 11/13/14, IVRS began funding services for job candidates under age 24 who require Supported Employment Services (SES). IVRS implemented a **Memorandum of Agreement (MOA)** with the Department of Human Services (DHS) to establish IVRS as the payer of first resort for job candidates under age 24 who receive from both Waiver and IVRS support for SES.

This process only affects new referrals who require SES and are under age 24. Even with these cases, if the Waiver insists on paying that is acceptable, however IVRS can and should pay, and can be proactive in expediting these new cases.

The following Employment Services can be considered as part of SES:

- ❖ Job Development
- ❖ Customized Employment
- ❖ Supported Employment Job Coaching

If a SES outcome is not achieved by the time a job candidate turns 24, any remaining authorizations will be cancelled by IVRS in order for DHS funds to be utilized. This should be done in collaboration with Case Managers and provide a smooth transition. It should make sense to the process and be planned, not just immediate termination of funds by IVRS as an individual ages out. Extending IVRS funding for a brief time during the transition is acceptable, as long as IVRS staff document the plan for a smooth transition. The goal is to achieve a stabilized employment opportunity by the time of graduation, with the waiver funding the long-term support thereafter.

Long-term supports will be identified in SES cases for a job candidate under age 24 to receive ongoing support through Waiver, Regional (county) funds, Social Security Work Incentives or natural supports. Collaborative use of the **Employment Analysis form** and continued communication and planning with IVRS partners is still necessary for successful teamwork.

SES funds for individuals age 24 or above who receive both IVRS and Waiver are not affected and the Waiver remains the payer of first resort for individuals age 24 and above who receive SES.

Individuals Under Age 25

EXCEPTION for EXTENDED EMPLOYMENT SERVICES for INDIVIDUALS UNDER AGE 25 (Long-term job coaching services after stabilization)

Occasionally, an individual under age 25 who requires Supported Employment Services may not be receiving services from a Waiver, or may be on a waiting list for Waiver at the time they become eligible for IVRS. In these cases, IVRS staff need to request an exception to provide the long term supported job coaching through IVRS. This would only occur after the individual reaches stabilization in the job. This may be funded up to 8 units (2 hours) per month of Supported Employment Job Coaching services for a period not to exceed four years, or until the individual reaches age 25, or is

approved for Waiver services. If additional hours of coaching is needed beyond the eight hours, it would require an exception. The purpose of this exception is intended to facilitate a youth's transition to work and attainment of natural supports that should occur in the work environment. All of these efforts are designed to help sustain their employment in SES.

Additional information for IVRS staff serving students and youth can be found in the Reference Manual and IVRS website.

The MOA between DHS and IVRS can be found on this link:
<http://www.ivrs.iowa.gov/partners/MOAforDHSIVRSAugust262014.pdf>

Resource Sharing Between DHS and IVRS for Supported Employment Services

This document explains how Supported Employment Services (SES) are funded for mutual job candidates who are eligible for both **IVRS** Services and **DHS State Plan HABILITATION or WAIVER** Services. Funding braided between **IVRS** and **DHS HABILITATION OR WAIVER** for SES depends on whether an individual is on or off a waiting list, their age, and the service responsibilities agreed to by each agency.

SES for individuals under age 24 (IVRS)

Effective 11/13/14, for job candidates under age 24 who are eligible for both **IVRS** and **DHS State Plan HABILITATION or WAIVER** and who require Supported Employment Services, **IVRS** implemented a **Memorandum of Agreement** with **DHS** to establish IVRS as the payer of first resort for individualized services necessary to obtain and stabilize in integrated community employment. Services can include any of the following:

Job Development	Customized Employment	Job Coaching **
IVRS 15 minute units: \$16.53/unit Initial authorization: 160 units with one extension of 80 units, not to exceed 240 units \$66.12/hour Up to 40 hours with one extension of 20 hours, not to exceed 60 hours total	IVRS 15 minute units: \$16.53/unit as part of SES to negotiate with employer up to 40 units \$66.12/hour Up to ten hours	IVRS 15 minute units: \$11.29/unit based on the number of hours a job candidate works - to be negotiated between IVRS and team for up to a two month period of time. \$45.16/hour Up to 120 hours

There is no requirement that people must get a job of at least 10 hours a week in order to receive services to obtain a job from IVRS. IVRS cases in which a job candidate works less than 10 hours a week require an explanation of why this individual cannot work more than 10 hours and supervisory review/approval prior to closure.

The MOA between **DHS** and **IVRS** is found on this link:
<http://www.ivrs.iowa.gov/partners/MOAforDHSIVRSAugust262014.pdf>

****NOTE: THE AGREEMENT BETWEEN IVRS AND THE DEPARTMENT of EDUCATION TAKES PRECEDENCE OVER THIS DHS AGREEMENT FOR STUDENTS IN TRANSITION RECEIVING SES UNDER AN IEP!**

SES for individuals age 24 and above (DHS/IVRS)

Effective 11/13/14 for job candidates age 24 and above, the **WAIVER** pays for Job Development, and Job Coaching. **IVRS** funds may pay for Customized Employment and employment services not listed (Discovery, Workplace Readiness Assessment, etc.). IVRS also supplements **WAIVER** funds providing Job Development as deemed necessary, such as when **WAIVER** funds end. This is in accordance with the Memorandum of Agreement with **DHS** and **IVRS**.

Job Development	Customized Employment	Job Coaching
State Plan HABILITATION or WAIVER (T2018) 15 minute units: \$16.53/unit Initial authorization: 160 units Limit 240 units per calendar year.	IVRS 15 minute units: \$16.53/unit as part of SES to negotiate with employer up to 40 units \$66.12/hour Up to ten hours	State Plan Habilitation or WAIVER (H2025) Unit = One Month Payment varies depending on amount of support needed: Tier 0: Minimum 1 contact/month Payment = \$67.67/month Tier 1: 2 -8 hours support/month Payment = \$361.58/month Tier 2: 9-16 hours support/month Payment = \$722.15/month Tier 3: 17-25 hours support/month Payment = \$1,129.18/month Exception = 26 or more hours support/month Payment: Hourly @ \$45.16/hour

There is no requirement that people must get a job of at least 10 hours a week in order to receive services to obtain a job from IVRS. IVRS cases in which a job candidate works less than 10 hours a week require an explanation of why this individual cannot work more than 10 hours and supervisory review/approval prior to closure.

*Additional SES information can be found in the 2015 **Menu of Services Manual** on this link:*

<http://www.ivrs.iowa.gov/partners/CRP/CRPmanualDec24.docx>

SES for *IVRS-Eligible* Individuals Waiting for *WAIVER*

A job candidate eligible for **IVRS** who is waiting for services from **WAIVER** can be served by **IVRS**.

Until **WAIVER** funds are available, **IVRS** may fund all SES employment services which may include Job Development, Customized Employment and Job Coaching. (See table below). Services for SES are authorized by **IVRS** until the time **WAIVER** funds become available. If/when that occurs, **IVRS** would cancel any unused authorization(s) for remaining services so that **WAIVER** funding could begin, except in **IVRS** cases involving SES for individuals under age 24.

SES for *IVRS-Eligible* Individuals Ineligible for *State Plan HABILITATION* or *WAIVER*

For **IVRS-eligible** job candidates who do not qualify for **State Plan HABILITATION** or **WAIVER**, **IVRS** may fund all SES employment services which can include Job Development, Customized Employment and Job Coaching. (See table below).

Job Development	Customized Employment	Job Coaching
IVRS 15 minute units: \$16.53/unit Initial authorization: 160 units with one extension of 80 units, not to exceed 240 units \$66.28/hour Up to 40 hours with one extension of 20 hours, not to exceed 60 hours	IVRS 15 minute units: 16.53/unit as part of SES to negotiate with employer up to 40 units \$66.28/hour Up to ten hours	IVRS 15 minute units: \$11.29/unit based on the number of hours a job candidate works - to be negotiated between IVRS and team for up to a two month period of time. \$45.16/hour Up to 120 hours

Identified source for long-term job coaching services, to the extent needed by the individual, is required for **IVRS** Supported Employment Services. Funding (or sources) to provide these services can include county funding, natural supports, PASS, IRWE, MH worker, Independent Living, or other no-cost resources. The source providing long-term job coaching, to the extent needed by the individual, is identified on the **IVRS** Plan for Employment (IPE) and SES Placement Agreement (Section IV. of Employment Analysis form). A plan for natural supports requires a detailed description of how the natural support will be trained and the agreement on how to connect with the long-term provider when difficulties arise requiring more continued involvement by the CRP.

Initiating Employment Services

The contracting process can be initiated using the Employment Analysis form for any employment service. **Section I** on the form should be completed by IVRS when staff are requesting services from a CRP on behalf of a job candidate. A CRP may also complete **Section I** for a job candidate they would like IVRS to consider funding for employment services. IVRS should retain a copy of **Section I** to document as a first step in contracting for Employment Services. IVRS or a CRP may also request an application to their agency for services be completed as part of the employment process.

Section I of the Employment Analysis form serves to initiate communication in one of two ways - between IVRS referring a job candidate for services **OR** from a service provider to IVRS. Additional detail is outlined below:

1. The person referring an individual for services through Iowa Vocational Rehabilitation Services should complete **Section I** of the Employment Analysis form and submit it to the IVRS Counselor.
2. If this form is used for referral to other organizations, the person making the referral (including IVRS) should complete **Section I** and submit it to the most appropriate entity.



Employment
Analysis Section I.doc

Section I: Current Status/Information initiates a referral process to or from IVRS to CRP, CRP to Case Management, CM to IVRS, etc. **Section I** asks for general information about the job seeker and allows his/her team to come together to discuss employment options. One of the most critical questions in **Section I** is #9. If the team feels that information is missing to make meaningful decisions with and/or about the Job Seeker, Discovery services may be considered.

At the end of the meeting, the team should determine the next steps. If the job candidate has not been determined eligible for IVRS, that is the next step.

Section II and Section III of the Employment Analysis form may be provided if available, otherwise these sections are completed for a specific employment service.

Section IV of the Employment Analysis form is completed when Supported Employment Services are requested.

Using the *Employment Analysis* form, continued

Section II: Discovery Plan outlines the services that will be delivered to carry out the activities to learn more about the job candidate. This is a direct result of the missing information identified by the team in **Section 1** and could be completed immediately after the missing information is obtained (at the same meeting). This meeting would be to discuss the Discovery Plan without having to call another meeting.



Section II Discovery
Plan.doc

The team members would be identified along with their Title/role and contact information. Discovery services involve a CRP spending up to 12 hours to meet with the family and observe the job seeker in 2-3 different environments. It is possible that more time may be needed to understand the person and important to note that other employment services could be authorized after the initial 12 hours of Discovery, depending on the information needed.

The team helps determine which additional services should be considered which must be approved in advance by IVRS. Once additional services are identified, the specific activities to be conducted should be outlined with specific timelines.

Section II: Team Meeting/Dialogue is a summary of the information “discovered” by the CRP. The CRP uses the *Positive Personal Profile* or similar form approved by the local office supervisor to gather and report on information to facilitate Employment Planning.



Discovery Dialogue
Section II.docx

Section III: Assessment/Evaluation Services: Assessment and Evaluation services involve opportunities for the job candidate and the team to try various work settings to focus upon talents and occupations that create opportunities for successful employment. A job candidate's skills, aptitudes, capabilities and interests may be assessed in order for team members to evaluate the appropriate job fit and employment options.



Employment
Analysis Section III.d

Section IV: Supported Employment Placement Agreement “SEPA”: The SEPA is completed once the team and job candidate agree to Supported Employment Services (SES). SEPA outlines the goals, hours, responsibilities and funding sources. Payment for Job Development is authorized by IVRS once a CRP accepts a job candidate for SES who is not funded under a Waiver and initiates SES.



SEPA.doc

Employment Services

Overview of Discovery

Discovery is a person-centered approach that leads to generating information to design a pathway to a career that focuses on a job candidate's interests, talents, and dreams (not limitations) that results in a comprehensive profile to identify their unique needs and potential employment options, including conditions required to retain employment. Discovery is an in-depth way to get to know a job candidate without using standardized assessments. Employability is assumed and the question is not, *"can this person work"* but rather what are their competencies, the tasks they perform, their ideal conditions for success and the effective level for support. Discovery is defined as the ***"gathering of information from the job seeker and support team to determine the job seeker's interests, skills and preferences related to potential employment that guide in the development of a customized job."*** Discovery is all about observation, self-exploration and helping a job candidate envision employment.

Discovery helps answer the question of *"who is this person?"* by getting to know the job candidate in settings where they are most apt to be themselves. It is not a required service, nor does a job candidate have to be MSD for Discovery. **Discovery is not a service for every IVRS job candidate.**

The Discovery process highlights the strengths and talents of an individual job candidate by offering opportunities to learn about themselves through experiences in living, learning and working environments; and from a network of supporters (parents, teachers, case managers, CRP staff, IVRS counselor, etc.) Time is spent up front (and prior to Job Development Services) with the job candidate at their home, school and in the community observing routines and familiar tasks.

The purpose of Discovery services are to help a job candidate understand their **contributions** (what they have to offer an employer), their **conditions** (what do they need to be successful in a job) and their **interests** (what they are passionate about), and how these translate into an employment goal so the job candidate can make an informed decision about their future.

While Discovery activities include observing job candidates in living, learning, and working environments, additional assessments may be purchased to obtain information needed from what was observed initially. Additional services should not be authorized until results from Discovery activities are shared with team members. The initial Discovery service, when used appropriately, can assist all team members with a better understanding of the job candidate and the impact employment will have in their life.

Discovery services begin with an introductory meeting with members of a job candidate's team to plan for Discovery. This service is concluded with a team dialogue meeting at which time employment options, work tasks and career pathways are identified by the job candidate and his/her representative as potential goals.

Discovery Services/Process

Discovery involves an entire team discussing the job candidate's interests, preferences, skills and successes as necessary to identify potential employment options, work tasks and career pathways. The team looks at an individual's living, learning and working environments to discuss what information is missing, and how to facilitate learning so the individual can make an informed decision.

Members of the team interview the job candidate and supports in each environment, and observe what the job candidate learns in those environments in order to make decisions about the future work opportunities. For example, a job candidate and his/her representative discuss the activities that stimulated an interest and desire to work, community partners share information on what they have observed in various environments; case managers share information on the job candidate's living environment and what supports lead to success; therapists share information on triggers that create different experiences; IVRS staff share observations in work environments and during counseling sessions; and parents share information on the job candidate's interests at home. When information is missing, then opportunities to experience different environments and interests are provided to help inform the process.

Discovery Services support the identification of a set of tasks that the job candidate can perform and emerging vocational themes that can be matched to a potential business or employer in which careers that share that theme exist. Examples of Discovery activities could include observing a job candidate's: chores, routines, activities at home or school, church, the gym, in the community or doing volunteer work.

Once a CRP gathers Discovery information, they reconvene the team to discuss next steps and options for community employment. Services selected are based upon existing information and what services are necessary for the job candidate to achieve employment.

The Discovery process is designed to help identify service needs with a focus on the job candidate's success and strengths. The outcome of Discovery services provide a synopsis of information from the activities observed which are recorded by the team member providing this service. All members of a job candidate's team contribute in the resulting discussion so the job candidate can make an informed decision about their employment goal(s). Discovery services should be used to help identify and determine what comes next in a job candidate's employment journey.

Discovering information about an individual is a process that continues throughout each job candidate's journey towards employment. It is not necessarily completed at one point of time, nor is it static for the life of the job candidate. IVRS recognizes that a job candidate's contributions, conditions and interests may be somewhat of a moving target.

IVRS responsibilities for Discovery Services

IVRS staff must understand that not every job candidate requires Discovery services. Prior to referring a job candidate for Discovery services, IVRS staff should:

- Provide counseling and guidance about employment options and services available through IVRS.
- Ask the job candidate about any specific interests and skills they have.
- Determine what is known about this job candidate and what isn't known.
- Ascertain what the job candidate has to offer an employer and what they need for a job to be successful. What are their strengths?
- Clarify the job candidate's interests and determine how these interests might translate into employment tasks?
- Establish what IVRS hopes to find out through Discovery.
- Problem-solve with team to address issues hindering progress as needed.

Who is appropriate for Discovery Services?

- The typical job candidate for whom Discovery is provided isn't sure what they can do, hasn't worked, or is unsure of their vocational goal and may need more intensive supports.
- Individuals who have spent prolonged periods in segregated settings.
- Individuals who have a poor work history or those who have not experienced employment success.
- Individuals who know their vocational goal or have had a successful work history or career **are not appropriate** for Discovery services.

Prior to authorizing Discovery for a job candidate returning for IVRS services, staff should ask:

- ✓ What has changed in this case?
- ✓ What services have been provided in the past?
- ✓ If this job candidate was involved in Supported Employment, what happened?
- ✓ What strategies were used in the past?
- ✓ What supports should be considered for this job candidate?
- ✓ What other services might complement or replace Discovery services? (Workplace Readiness Assessment, Job Shadow, etc.)

Once Discovery is determined to be the appropriate service, the following is completed by IVRS staff:

1. A referral for Discovery services is submitted by IVRS staff to job candidate's CRP of choice.
2. Once approved for Discovery, IVRS contacts the job candidate and their team to schedule an initial meeting.
3. Number of hours needed for Discovery activities is determined by team.
4. Job candidate's team decides ***Menu of Services*** options that might help with employment plan development for counselor review/approval after initial Discovery activities occur.
5. Discovery services identify service needs with a focus on the job candidate's success and strengths.

CRP Responsibilities for Discovery Services:

- CRP makes a decision to accept an IVRS job candidate for Discovery services within three days of team meeting. If denied services, CRP provides an explanation and alternative to direct service provision.
- Team members attend initial meeting to detail the environments to be observed, timeframes and responsibilities. Hours needed and locations for observation will be determined for Discovery and reflected in **Section II** of the **Employment Analysis** form.
- **Discovery Plan (Section II front)** is completed with CRP, Job Candidate, LEA staff if applicable, Case Manager, parents/guardians when applicable, and other interested parties to outline activities and locations for Discovery to occur within one-two months of CRP's acceptance.
- CRP completes agreed-upon hours (not to exceed 12), taking notes when working on each Discovery activity using the "*Positive Personal Profile*" form.
- **Discovery Team Meeting/Dialogue (Section II back)** is scheduled by CRP with team members at which time Discovery results are shared.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and achievement of performance measures.

CRP staff approved to deliver Discovery services should:

1. Schedule an initial meeting with the job candidate applicant and his/her family at their home. (Discuss daily routines, chores or responsibilities in that setting).
2. Interview other people who know the job candidate well to ask about their interests, support needs, successful support strategies, skills and performance in various activities. (Determine themes - which are general topics like sports, agriculture, organization, technology, machinery, etc.)
3. Identify activities outside the home that the job candidate participates in successfully. Engage in those activities with the job candidate and observe their interests, performance, demonstrated skills, connections, etc.
4. Identify activities outside the home that are familiar to the job candidate. Accompany them to these places and activities to observe their skills, relationships, supports, etc. (Continue to identify specific skills and refine themes).

Discovery, continued

- Once themes have been identified, discuss the need for additional services for IVRS to consider:
 - **Workplace Readiness Assessment** related to identified themes.
 - **Job Shadow** of a similar business.
- 5. Based on themes that represent a blend of the job candidate's interests, skills, talents and necessary supports, develop a list of places where work makes sense.
- 6. Complete the *Positive Personal Profile* to share at the Team Meeting/Dialogue reflecting Discovery results.

Discovery is completed within a one to two month period of time and culminates in a service delivery plan (IPE), or decision on behalf of the job candidate to proceed with more focused services.

Job Candidate and Discovery

If the job candidate decides that employment is not the right focus for them, Discovery is still considered successful as it resulted in a decision made by the job candidate through informed choice.

If more time is needed for a CRP to know or understand an IVRS job candidate, there are options available within the *Menu of Services*:

If at the end of the initial Discovery, the CRP indicates they were unable to determine a job candidate's work skills or interests, the team comes together to make a decision on what is needed. If it is recommended that another round of Discovery be authorized, the following should be addressed:

- ✓ Why will this round of Discovery produce a different result?
- ✓ What specifically will this round of Discovery tell us that wasn't reported the last time?
- ✓ What is the specific plan that will identify marketable work skills that can be used in a community business?

Additional employment services may also be considered to help identify a job candidate's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Services to consider include: Workplace Readiness Assessment and/or Vocational Evaluation and/or Job Shadow, and/or Career Exploration. **When used in conjunction with Discovery services, IVRS should be mindful that these additional services are driven by what was discovered in the initial Discovery service.**

Forms for Discovery Services

There are **two forms** associated with **Discovery** completed by the partner delivering this service. The first is the one page (front and back) **Section II of the Employment Analysis** form.

1.a. Employment Analysis Section II front page is initiated by IVRS and completed by CRP

Section II: Discovery Plan

What activities are needed to learn more about this job candidate's skills, interests, support needs and connections?

Initial Dialogue meeting with Team Members to plan for Discovery:

Name	Title/Role	Contact Information

Activity and location	With whom?	By when?

If more time is needed after the initial Discovery activities listed above have been provided, the team will discuss further services that may be needed to help determine this job candidate's interests, skills, contributions and conditions for employment. These may include:

- Workplace Readiness Assessment & Report
- Vocational Evaluation
- Job Shadowing
- Career Exploration
 - Benefits Planning? (check if not applicable____)
 - Referred to: _____

1.b. Employment Analysis Section II back page - Discovery Team Meeting/Dialogue the information that is completed by the CRP and shared at the employment planning meeting which summarizes the results of Discovery services.

Section II: Discovery Team Meeting Dialogue:

Meet and complete this section as a team with the job candidate and their family to clarify and ensure there is a clear understanding of what the job candidate needs for conditions to be successful on the job, their skills and contributions, a list of tasks they can do, and to gain input on businesses to prioritize for further development.

1. What are the needs or conditions necessary for this person to be successful on a job in the community?

Needs/Conditions	Supports Necessary

2. What are the skills and contributions the individual demonstrates that are transferable for employment?

Skills and Contributions	Employment Opportunities

3. Based on the information gathered and the individuals stated interests, what are the job tasks this individual can do on a job? What businesses should be developed further?

Job Task Possibilities	Businesses

4. Identify who is responsible for implementation of the plan for employment that has been developed as a team:

Decision(s)	Action(s)/Date	Party Responsible

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

2. CRP completes the Positive Personal Profile (PPP): Once the information needed to “*get to know the person at their best*” has been collected, it should be reflected by the CRP using the *Positive Personal Profile* (TransCen). Information obtained in Discovery is provided by CRP staff to IVRS for it to be readily transferred into a job candidate’s Individual Plan for Employment (IPE).

Positive Personal Profile

Name:

Date of Birth:

<i>Dreams and Goals</i>	<i>Talents</i>
<i>Skills and Knowledge</i>	<i>Learning Styles</i>
<i>Interests</i>	<i>Positive Personality Traits</i>
<i>Temperament</i>	<i>Values</i>
<i>Environmental Preferences</i>	<i>Dislikes/Quirks/Idiosyncrasies</i>
<i>Work Experiences</i>	<i>Support System</i>

Name:	
<i>Specific Challenges</i>	<i>Solutions and Accommodations</i>
Career Ideas and Possibilities to Explore	

Name: _____

Date: _____

1. My long-term career dreams are:
2. Other life dreams are:
3. My talents and skills are:
4. My hobbies and interests are:
5. My positive attributes are:
6. Things that are challenges for me:
7. Ideas to help me handle these challenges are:

Completed by: _____

Title/Agency: _____

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Discovery Services

Service	Performance Measures	Units
Acceptance from IVRS to CRP Status 06, 10, 10-1, 14, 16, 18- (as needed)	Observations of job candidate in living, learning and working environments occur within a one to two month period of time.	
	IVRS schedules initial meeting with job candidate and his/her team members: IVRS, CRP, school staff if applicable, case manager if applicable, parents/guardians if applicable, and other interested parties with information on the job candidate's abilities in living, learning, and working environments.	
	CRP completes Section II (front page) of the Employment Analysis which details the environments to be observed, the timeframe to be conducted, and who is responsible.	
	CRP completes initial Discovery services expending up to 12 hours, reflecting results on the Positive Personal Profile . Team identifies services needed to serve the job candidate. The focus is on the job candidate's success and strengths. These services may involve comparable benefits and/or the purchase of other Menu Services.	
	Team identifies supports to improve a job candidate's employment success. The supports enhance the community work experience by accommodating the individual's disability in a positive and proactive manner.	
	Job Candidate identifies their contributions, interests, talents, and work environments unique to them.	
	CRP completes Section II (back page) of the Employment Analysis which documents the Team Meeting/Dialogue	
Dialogue Meeting	Job Candidate decides on community employment and develops a Plan for Employment with IVRS counselor.	IVRS staff authorize up to 48 units (12 hours) for Discovery Services. \$9.57/unit \$38.28/hour

Summary Note: The job candidate may decide to forgo further assessment and decide to move directly into job placement services or decline employment entirely. The CRP is paid regardless of the job candidate's decision.

Overview of Assessment Services & Vocational Preparation/Training Services

The job candidate and team select assessment services that they believe will provide the type of experience and generate the quality of information necessary to develop an Individual Plan for Employment (IPE). The job candidate and team may determine that only one specific assessment is necessary, or multiple assessments may be necessary to answer questions and identify outcomes needed to reach employment. An IVRS counselor and job candidate may select any combination of assessment methodologies to determine an employment goal.

Vocational preparation and training services prepare a job candidate for employment in the community. The goals of preparatory and/or training services are to enhance and improve a job seeker's ability to perform specific work, learn the skills necessary to do a specific job, minimize negative work habits and behaviors that impede job retention, develop skills in finding a job, and learn how to navigate transportation systems to get to and from work.

Menu items from Assessment and Vocational Preparation categories that may be selected are:

- ❖ Workplace Readiness Assessment
- ❖ Comprehensive Vocational Evaluation
- ❖ Career Exploration
- ❖ Job Shadow Assessment
- ❖ Occupational Skills Training
- ❖ Work Adjustment Training in the Community
- ❖ Transportation Training

Workplace Readiness Assessment Services/Process

The purpose of a Workplace Readiness Assessment is to assist the job candidate and IVRS counselor in determining vocational options, direction, goals and training strategies. The type of assessment is defined by the location and methodology used in consideration of the following:

- ❖ The assessment is conducted in the community at one or more work sites in businesses or industries that are integrated;
- ❖ The CRP arranges for the evaluation to occur at a business that is representative of the type of work agreed upon;
- ❖ The CRP and employer provide the training, assessment, and supervision at the worksite;
- ❖ The job candidate works alongside non-disabled individuals;
- ❖ The job candidate learns the positives and negatives of the community work site and expresses those to the team;
- ❖ The job candidate better defines employment interests for future programming;
- ❖ The CRP works with the employer to identify any unmet needs and options for customized employment;
- ❖ The job candidate receives a stipend, paid by the CRP, while engaging in real work completed at the business; and
- ❖ The CRP and the employer assess the job candidate's strengths and needs relative to those of a competitive worker and report the results in a team meeting.

IVRS Responsibilities for Workplace Readiness Assessment Services

- Meet with job candidate to identify questions to be answered by CRP.
- Attend staffing at which time all questions are addressed.
- Final report with written recommendations is submitted to IVRS by CRP for payment to be generated.
- Oversee reimbursement to CRP upon receipt of job candidate's stipend amount.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Workplace Readiness Assessment Services

- Receives questions from IVRS counselor and job candidate.
- Clarifies questions identified by IVRS or job candidate as needed.
- Arranges for evaluation to occur in an integrated setting within the community at a business that is representative of the type of work agreed upon.
- Provides written identification of business, contact person, job assignment and start date to IVRS.
- CRP and employer provide training, assessment, and supervision at the worksite to the job candidate, who works alongside individuals without disabilities.
- CRP pays a stipend to a job candidate for any real work completed.
- CRP, in conjunction with employer, assess the job candidate's strengths and needs relative to those of a competitive worker, and report results in a team meeting.
- Tracks number of hours spent at worksite in order to pay job candidate and submits reimbursement for stipend paid to job candidate to IVRS.
- Provides written documentation assessing job candidate's performance; outlining vocational recommendations to share with IVRS and job candidate at team meeting.
- Provides a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Forms for Workplace Readiness Assessment

There are **two forms** associated with Workplace Readiness Assessment Services completed by a CRP, in addition to responses a CRP will provide to questions IVRS generates to initiate this service.

1. Employment Analysis Section III is initiated by IVRS staff requesting services and completed by a CRP providing this service. Questions below should be addressed by CRP staff with additional narrative as needed, in conjunction with other questions that may be posed by IVRS. Upon completion of this service, a CRP provides a report that will outline vocational results and recommendations in a team meeting.

Section III: Assessment/Evaluation Services

If the individual being referred for Supported Employment Services has already completed some form of assessment or evaluation, attach a copy of the report(s) to this form. If the report identifies the vendor of the assessment/evaluation and the date, questions number 1 and 2 may be skipped.

1. Please provide information on the job candidate's medical/psychological/cognitive/physical/emotional condition(s).

2. Has the job candidate had a vocational evaluation/assessment? If so, when/where? What were the results?

3. Describe this job candidate's social skills.

4. Explain how this job candidate's assessment or current level of performance supports community employment (work skills, work habits, etc.)

5. Benefits Analysis Information: What benefits does this person receive and how would they be affected by additional income?

6. Does the team feel this job candidate is ready for community employment? Yes _____ No _____
Please summarize recommendations for next steps:

7. What are the individual's contributions, interests as they relate to community employment?

(This section is to be completed by the interdisciplinary team that determines the next appropriate step.)

Decision(s)	Action(s)/Date	Party Responsible

Please use additional pages that may be needed to provide narrative information documenting the results of this service.

If additional activities are needed to learn more about the job candidate, a team teleconference or meeting should determine other services that may be needed.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

2. Complete Stipend Information -



Stipend Form.docx

Name of CRP

Contact:

Phone Number:

Email:

Trainee Name:

Training Site:

Address:

Phone Number:

Department:

Day	Date	Start	Stop	Daily Total
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Total for Week				

Trainee Signature/Date

--

Supervisor / Trainer Signature & Date

--

For Training Stipend Only:

\$ _____	X	_____	=	\$ _____
Stipend Rate		# Hours		Stipend for Week

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Workplace Readiness Assessment Services

Service	Performance Measures	Units
Workplace Readiness Assessment Cannot be used in Status 02 and 04	Rehabilitation Team identifies the questions to be answered by the Workplace Readiness Assessment. IVRS generates questions to submit to CRP for community assessment.	
	Written identification of businesses, contact persons, job assignments and agreement on start date per site	
	Workplace Readiness Assessment Site identified and developed. After each assessment the rehabilitation team meets to discuss the progress and provide the job candidate with information to make an informed decision.	
	Assessment with community employer in which stipend can be applied.	
	Staffing held, CRP for completes Section III of the Employment Analysis and answers original questions posed by IVRS. Decisions on next steps made by the team.	
	Report is provided by CRP to team to generate ideas of potential occupations or customized employment options in which the job candidate may work.	IVRS staff authorize up to 60 units (15 hours) for each assessment site provided by a CRP for a job candidate receiving this service. \$16.53/unit \$66.12/hour

Summary Notes: Enclave/group employment is not an allowable service for IVRS to fund as it does not meet the federal (RSA) definition of integrated employment which is required for a Workplace Readiness Assessment.

Workplace Readiness Assessment services may be purchased in conjunction with Discovery services or outside of the Discovery process as a stand-alone service.

If an employer hires a job candidate involved in this service, IVRS does not pay for job development unless IVRS agrees that CRP has performed responsibilities listed as part of a Job Development service.

Comprehensive Vocational Evaluation Services/Process

The purpose of a Comprehensive Vocational Evaluation is to identify vocational options available in the local labor market, a job candidate's transferable skills, and identify potential training programs that would lead to compatible employment. Comprehensive Vocational Evaluation services provide an individualized and systematic process by which a person seeking employment - in partnership with an evaluator - learns to identify viable vocational options and develop employment goals and objectives.

This comprehensive assessment process utilizes work samples, paper and pencil tests, psychometric testing, and/or situational assessments to determine the job candidate's interests, preferences, aptitudes and needs. The service provides vocational recommendations relative to labor market information and disability issues.

This type of assessment is defined by the methodology and techniques used to provide comprehensive vocational evaluation services:

- ❖ Assessment of functional/occupational performance in real or simulated environments;
- ❖ Use of work samples;
- ❖ Use of the employment exploration model;
- ❖ Use of Psychometric testing;
- ❖ Use of preference and interest inventories;
- ❖ Administration of personality testing (if requested);
- ❖ Extensive personal interviews;
- ❖ Analysis of prior work experience and transferable skills; and
- ❖ Other appropriate evaluation tests, (depending on the individual).

IVRS Responsibilities for Comprehensive Vocational Evaluation Services

- Meet with job candidate to identify evaluation questions to be answered by CRP.
- Attend staffing at which time all questions are addressed.
- Receive/review final report documenting evaluation results from CRP.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Comprehensive Vocational Evaluation Services

- Receives questions from IVRS counselor and job candidate.
- Clarifies questions identified by IVRS counselor and job candidate (as needed).
- Develops assessment plan and timeline which is shared with IVRS and job candidate.
- Identifies what methodology and tools will be needed to answer questions, and identifies vocational options consistent with labor market information and transferable work skills.
- Testing is administered by a Certified Vocational Evaluator or an individual certified to administer the tests selected.
- CRP staff schedule team meeting to share information and communicate assessment results.
- Provides a written report of assessment results to IVRS and contributes to the development of an Individual Plan for Employment.
- Provides a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Comprehensive Evaluation Services

Employment Analysis Section III Assessment/Evaluation Services may complement forms used to report test results but is not required.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with test results and/or narrative to document the provision of this service.

Payment Schedule for Comprehensive Vocational Evaluation Services

Service	Performance Indicators	Units
Comprehensive Vocational Evaluation Cannot be used in Status 02 and 04	IVRS counselor and job candidate have identified questions and communicated them to the CRP/CVE.	
	Assessment plan and timeline developed.	
	CRP identifies what methodology and tools will be needed to answer questions, and will identify vocational options consistent with labor market information and transferable work skills.	
	Testing is completed by Certified Vocational Evaluator (or certified to administer the tests).	
	Information shared and questions addressed. Report answers the questions identified and strategies that work to achieve success.	
	Assessment results analyzed and communicated to job candidate and team.	IVRS staff authorize up to 40 units (10 hours) for Comprehensive Vocational Evaluation Services. \$16.53/unit \$66.28/hour

Summary Note: Comprehensive Vocational Evaluation services may be purchased in conjunction with Discovery services or outside of the Discovery process as a stand-alone service.

Job Shadow Assessment Services/Process

The purpose of a Job Shadow Assessment service is to provide opportunities for a job candidate to make an informed choice about occupations of interest to them in the implementation of an employment goal. The assessment utilizes experiential learning opportunities in the community with local employers and may include informational interviews.

This type of assessment is defined by the purpose for, the methodology used, and the locations in which the assessment occurs:

- ❖ The services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs;
- ❖ Job Shadow is a process where the CRP develops opportunities for the job candidate to explore real jobs in real work settings in an integrated community business to determine if the job is consistent with the job candidate's interests, abilities, and aptitudes.

The process for a Job Shadow Assessment service involves CRP staff and an IVRS job candidate to tour a business and observe the kind of jobs people do. Both should look for jobs that are out of view and/or are unexpected, and look for clues about the culture of the workplace to see whether the job candidate might fit into it. Assigned CRP staff should identify work the job candidate could perform, and be on the lookout for any unmet needs observed at the worksite.

IVRS Responsibilities for Job Shadow Assessment Services

- Meet with job candidate to discuss job shadow options and related questions or activities to direct CRP.
- Attend staffing at which time questions are addressed.
- Receive and review final report on Job Shadow Assessment results from CRP.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Job Shadow Assessment Services

- Arranges job shadow experiences with local employers/businesses to determine if a job is consistent with a job candidate's interests, abilities and aptitudes.
- Facilitates job Shadow activities with job candidate and employer/business.
- Prepares a final report that incorporates Job Shadow results which is reported in meeting they schedule with IVRS and job candidate.
- Provides a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Job Shadow Assessment Services

Employment Analysis Section III is initiated by IVRS staff requesting services and completed by a CRP providing this service. Questions below should be addressed by CRP staff with additional narrative as needed, in conjunction with other questions that may be posed by IVRS. Upon completion of this service, a CRP provides a report that will outline vocational results and recommendations in a team meeting.

Section III: Assessment/Evaluation Services

If the individual being referred for Supported Employment Services has already completed some form of assessment or evaluation, attach a copy of the report(s) to this form. If the report identifies the vendor of the assessment/evaluation and the date, questions number 1 and 2 may be skipped.

1. Please provide information on the job candidate's medical/psychological/cognitive/physical/emotional condition(s).

2. Has the job candidate had a vocational evaluation/assessment? If so, when/where? What were the results?

3. Describe this job candidate's social skills.

4. Explain how this job candidate's assessment or current level of performance supports community employment (work skills, work habits, etc.)

5. Benefits Analysis Information: What benefits does this person receive and how would they be affected by additional income?

6. Does the team feel this job candidate is ready for community employment? Yes _____ No _____

Please summarize recommendations for next steps:

7. What are the individual's contributions, interests as they relate to community employment?

(This section is to be completed by the interdisciplinary team that determines the next appropriate step.)

Decision(s)	Action(s)/Date	Party Responsible

Please use additional pages that may be needed to provide narrative information documenting the results of this service.

If additional activities are needed to learn more about the job candidate, a team teleconference or meeting should determine other services that may be needed.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Job Shadow Services

Service	Performance Measures	Units
Job Shadow Assessment Status 10, 10-1, 14, 16, 18-	CRP identifies employers for Job Shadow and arranges experience with local business(es). Job candidate participates in job shadows and through each shadow, identifies pros and cons to use for future planning.	
	Report identifies business, start date, jobs shadowed per site. Job candidate's identified pros and cons are included in the report	IVRS staff authorize up to 40 units (10 hours) for Job Shadow Assessment Services per site. \$9.57/unit \$38.28/hour

Summary Note: Job Shadow services may be purchased in conjunction with Discovery services or outside of the Discovery process as a stand-alone service.

Career Exploration Services/Process

The purpose of a Career Exploration service is to provide informed choice and identify occupations of interest to the job candidate. Career exploration services enrich the job candidate's rehabilitation experience and assists the job candidate and rehabilitation team in identifying occupations and training programs that match the job candidate's abilities and disabilities. The ultimate result of the career exploration activities is the recommendation of potential businesses and jobs for the job candidate to consider.

Career exploration is designed to assist a person seeking employment to learn about employment opportunities, labor market information, and wage data within the community to make informed decision.

Career exploration is a process in which the job candidate and the CRP staff research, through various media, labor market information, occupational skill requirements, occupational projections and training providers.

This type of assessment is defined by the purpose for, the methodology used, and the locations in which the assessment occurs:

- ❖ The services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs.

The ultimate result of Career Exploration services is the recommendation of potential businesses and jobs which the job candidate can consider.

IVRS Responsibilities for Career Exploration Services

- Meet with job candidate to discuss related questions or activities to direct CRP.
- Attend staffing at which time all questions are addressed.
- Receive and review final Career Exploration results from CRP.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Career Exploration Services

- CRP provides individualized services to identify occupations and training programs compatible with a job candidate's preferences, strengths, abilities and needs.
- CRP staff research, through various media, labor market information, occupational skill requirements, wage data, occupational projections and training providers.
- CRP prepares a final report that incorporates results of research and job candidate's career exploration activities to IVRS.
- CRP provides a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Career Exploration Services

Employment Analysis Section III is initiated by IVRS staff requesting services and completed by a CRP providing this service. Questions below should be addressed by CRP staff with additional narrative as needed, in conjunction with other questions that may be posed by IVRS. Upon completion of this service, a CRP provides a report that will outline vocational results and recommendations in a team meeting.

Section III: Assessment/Evaluation Services

If the individual being referred for Supported Employment Services has already completed some form of assessment or evaluation, attach a copy of the report(s) to this form. If the report identifies the vendor of the assessment/evaluation and the date, questions number 1 and 2 may be skipped.

1. Please provide information on the job candidate's medical/psychological/cognitive/physical/emotional condition(s).

2. Has the job candidate had a vocational evaluation/assessment? If so, when/where? What were the results?

3. Describe this job candidate's social skills.

4. Explain how this job candidate's assessment or current level of performance supports community employment (work skills, work habits, etc.)

5. Benefits Analysis Information: What benefits does this person receive and how would they be affected by additional income?

6. Does the team feel this job candidate is ready for community employment? Yes _____ No _____

Please summarize recommendations for next steps:

7. What are the individual's contributions, interests as they relate to community employment?

(This section is to be completed by the interdisciplinary team that determines the next appropriate step.)

Decision(s)	Action(s)/Date	Party Responsible

Please use additional pages that may be needed to provide narrative information documenting the results of this service.

If additional activities are needed to learn more about the job candidate, a team teleconference or meeting should determine other services that may be needed.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Career Exploration Services

Service	Performance Measures	Units
Career Exploration Status 10, 10-1, 14, 16, 18-	Counselor and job candidate questions identified.	
	Career exploration may include: computerized assessment, information interviews, internet research on careers, and/or labor market information, etc.	
	Information shared, questions addressed.	
	Assessment results communicated and includes job candidate's perceptions of the careers discussed and explored.	IVRS staff authorize up to 40 units (10 hours) for Career Exploration Services. \$9.57/unit \$38.28/hour

Summary Note: Career Exploration services may be in conjunction with Discovery services or outside of the Discovery process as a stand-alone service.

Occupational Skills Training Services/Process

The purpose of Occupational Skills Training is to assist a job seeker in developing specific work skills. Training may occur in partnership with a business or industry or CRP providing the training.

Occupational Skills Training is defined as a curriculum-based training program that teaches a job candidate specific work tasks that will meet a new or existing businesses needs in local labor market areas. The training is designed to enhance the job candidate's ability to do a potential job identified in the community. Occupational Skills Training also provides strategies on job retention skills.

The process of establishing an Occupational Skill Training program involves a CRP meeting with the area office IVRS supervisor to identify local needs. Following this, a CRP must provide the IVRS Resource Manager the following information about their proposed training:

- ✓ Cost analysis of the training
- ✓ Curriculum to be used in training
- ✓ College transcripts verifying the vendor has the skills and training to provide the training
- ✓ Number of job candidates served in the training in the past (if applicable)
- ✓ Success rate of job candidates served (if provided)

❖ Cost Analysis Information:

In reviewing a proposed cost analysis, IVRS can support direct service costs associated with an Occupational Skills Training program such as program staff; wages, benefits, insurance, taxes, etc.; equipment used in direct support of the program; and miscellaneous expenses such as specified time and travel required to deliver training services. **Administrative costs are considered indirect costs and not allowable by IVRS unless your agency has negotiated a federally approved indirect cost rate as outlined below.**

Entities that expend federal funds, such as Community Rehabilitation Programs, Independent Living Centers, and other non-profits, may benefit from establishing an Indirect Cost Rate. An indirect cost rate is a method by which an entity can recover costs of doing business that benefit more than one cost objective, but cannot be readily identified with a particular cost objective. Examples of indirect costs include: operation and maintenance expenses, Office of the Director, Office of Finance, Office of Personnel, Information Management Systems, etc.

The process to establish an indirect cost rate agreement is included in: [2 CFR Part 200 Appendix IV – Indirect \(F & A\) Costs Identification and Assignment, and Rate Determination for Nonprofit Organizations](#). F & A refers to Facilities and Administration, these are the two major areas of expense that are included in an indirect cost rate agreement.

❖ **Cost Analysis Information, continued:**

Non-federal entities, such as CRPs, have two options in regard to establishing an indirect cost rate agreement with the federal government.

1. Apply for and negotiate an indirect cost rate agreement, as covered in 2 CFR Part 200 Appendix IV
2. Elect to charge a de minimis rate of 10% without the work of negotiating an indirect cost rate agreement
 - a. This is covered in [2 CFR Part 200.414\(f\)](#)
 - b. This option is available only to entities that have never received a negotiated indirect cost rate
 - c. This option may be used indefinitely

IVRS will not be able to provide billing reimbursement for other costs that are not identified in your Direct Cost expenditures. Therefore, if you desire to capture these other costs, we will need you to provide documentation of your federally approved indirect cost rate.

Once the above is received, IVRS will review the documentation and if it meets the needs of the local office, an IVRS Resource Manager will issue an agreement that corresponds to the CARF or other accreditation the vendor has obtained.

- Examples of Occupational Skills Training programs include:
 - Walgreens Retail Employee with Disabilities Initiative
 - Project Search Adult
 - Career Exploration
 - Peer Support
 - Food Service Training
 - Janitorial Training
 - Retail Skills Training
 - Health Care Training
 - Forklift/Warehouse Training
 - Basic Computer, Keyboarding and Intermediate Computer Training

IVRS Responsibilities for Occupational Skills Training Services

- Approve training plan for completeness and ensure payment amounts are reasonable.
- Oversee reimbursement to CRP upon receipt of job candidate's stipend amount.
- Participate in scheduled meetings to assess job candidate's progress towards occupational goal.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Occupational Skills Training Services

- Submit proposal for training curriculum that includes all required components for IVRS approval.
- Develop a curriculum-based training program that teaches specific work tasks.
- Provide training that enhances a job candidate's ability to do a specific job.
- Provide training that teaches job retention skills and improves a job candidate's ability to perform an identified job within the community.
- Share written report of outcomes and recommendations of Occupational Skills Training with IVRS counselor and job candidate.
- CRP tracks the number of hours and pays a stipend to a job candidate for any real work completed, which is submitted to IVRS for reimbursement.
- Address barriers that interfere or prevent vocational success in achieving placement in job candidate's desired occupation.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Forms for Occupational Skills

IVRS should complete application and/or referral form to CRP offering desired Occupational Skills Training Program with job candidate.

A CRP has one form used for most Occupational Skills Training programs entitled the **Progress Report & Time Sheet**. This form also includes information at the bottom for a stipend to be paid.

Each Occupational Skills Training program has different skill requirements – and the example below is for RETAIL CLERK. This form may be adapted by the CRP to include other Job Titles specific to the Occupational Skills Training program they provide, and is submitted to IVRS on a monthly basis.

Progress Report & Time Sheet for Occupational Skills Training

Trainee: _____

Job Title: Retail Clerk

Rating Scale: NI – Needs Improvement, SL – Still Learning, C – Competent

Job Skill	Rating (NI, SL, C)	Comments
Soft Skills: <ul style="list-style-type: none">• Develops & maintains relationships with co-workers.• Exhibits honesty & integrity.• Responds appropriately to supervision.• Asks questions for clarification when needed.• Corrects mistakes independently.		
Job Retention Skills: <ul style="list-style-type: none">• Consistently reports to work as scheduled and on time.• Leaves and returns from breaks as scheduled.• Completes assigned tasks.• Demonstrates exemplary customer service.		
Job Specific Skills: Examples for RETAIL <ul style="list-style-type: none">• Operation of Cash Register• Stock and organize face shelves• Replace Price tags/product descriptions• Receive Products from the warehouse truck• Merchandise by building tables, end stands, or setting up a department• Demonstrate ability to follow all safety & emergency procedures		

This report covers the training period from _____ to _____

Total hours in Classroom: _____

Total hours of Training on Floor at Store: _____

Signature of Job Coach: _____

Date: _____

CRP Name and mailing address: _____

CRP Payroll Cost + Stipend Reimbursement Rate*:

\$ _____ x _____ = \$ _____
Reimbursement Rate # Hours on floor Stipend Reimbursement

**IVRS staff approving stipend should attach this document with original job coach signature to a printed authorization*

Progress Report & Time Sheet for Occupational Skills form used to complete a STIPEND

A stipend provided by a CRP to an IVRS job candidate may be reflected at the bottom of the **Progress Report & Time Sheet** form. The CRP job coach will complete and provide the signed **Progress Report & Time Sheet** to IVRS monthly. IVRS will authorize the stipend amount listed on this form and reimburse the CRP by issuing the appropriate authorization (IVRS 450). The **Progress Report & Time Sheet** may also be attached to the IVRS authorization since it will contain the appropriate CRP signature.



Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Occupational Skills Training Services

A CRP is paid based on the distinct cost of each Occupational Skills Training program offered by a CRP which has been approved by IVRS administration for this service.

Work Adjustment Training Services/Process

Work Adjustment Training (WAT) is a training program that remedies negative work habits and behaviors that impede successful employment; improves physical and psychological work tolerance barriers created by disability; and develops strategies to improve a job candidate's ability to maintain employment.

The purpose of Work Adjustment Training is to enhance the job candidate's ability to find and keep a job. Work Adjustment should be conducted in the community to ensure generalization of the change and the strategies to be effective. The job candidate receives a stipend, paid by the CRP, while engaging in real work completed at the business.

IVRS Responsibilities for Work Adjustment Training Services

- Approve proposed methods to address needs and ensure strategies developed are appropriate.
- Participate in scheduled meetings to assess job candidate's progress towards vocational goal.
- Oversee reimbursement to CRP upon receipt of job candidate's stipend amount.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Work Adjustment Training Services

- Identify negative work habits and behaviors presented by a job candidate.
- Develop strategies to remedy inappropriate habits and behaviors.
- Implement training modifying habits and behaviors.
- CRP tracks the number of hours and pays a stipend to a job candidate for any real work completed, which is submitted to IVRS for reimbursement.
- Share written report of outcomes and recommendations of Work Adjustment Training with IVRS counselor and job candidate.
- Refer job candidate on for additional employment services as appropriate.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Forms for Work Adjustment Training Services

Section III of the Employment Analysis form for Assessment/Evaluation services is initiated by IVRS staff requesting Work Adjustment Services and completed by the CRP providing this services - in addition to responses a CRP will provide to questions generated by IVRS for this service.

NOTE: the form used to reimburse a CRP for a stipend paid to a job candidate for actual work performed as part of Work Adjustment Training is also included in this section.

Section III: Assessment/Evaluation Services

If the individual being referred for Supported Employment Services has already completed some form of assessment or evaluation, attach a copy of the report(s) to this form. If the report identifies the vendor of the assessment/evaluation and the date, questions number 1 and 2 may be skipped.

1. Please provide information on the job candidate's medical/psychological/cognitive/physical/emotional condition(s).

2. Has the job candidate had a vocational evaluation/assessment? If so, when/where? What were the results?

3. Describe this job candidate's social skills.

4. Explain how this job candidate's assessment or current level of performance supports community employment (work skills, work habits, etc.)

5. Benefits Analysis Information: What benefits does this person receive and how would they be affected by additional income?

6. Does the team feel this job candidate is ready for community employment? Yes _____ No _____
Please summarize recommendations for next steps:

7. What are the individual's contributions, interests as they relate to community employment?

(This section is to be completed by the interdisciplinary team that determines the next appropriate step.)

Decision(s)	Action(s)/Date	Party Responsible

Please use additional pages that may be needed to provide narrative information documenting the results of this service.

If additional activities are needed to learn more about the job candidate, a team teleconference or meeting should determine other services that may be needed.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Complete Stipend Information -



Stipend Form.docx

Contact:

Phone Number:

Email:

Trainee Name:

Training Site:

Address:

Phone Number:

Department:

Day	Date	Start	Stop	Daily Total
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Total for Week				

Trainee Signature/Date

--

Supervisor / Trainer Signature & Date

--

For Training Stipend Only:

\$ _____ X	_____ =	\$ _____
Stipend Rate	# Hours	Stipend for Week

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Work Adjustment Services

Service	Performance Measures	Units
Work Adjustment Training Status 06, 10, 10-1,14,16, 18-	Barriers identified, strategies to address the barriers identified and implemented.	
	Work Adjustment plan written with strategies to address barriers and accommodations developed.	
	Training Implemented.	
	Recommendations for further employment services.	
	Information shared, questions addressed, and outcomes communicated.	IVRS staff authorize up to 80 units (20 hours) for Work Adjustment Training. \$16.53/unit \$66.28/hour May be authorized twice if need, Not To Exceed 160 units (40 hours)

Summary Notes: Completion of Work Adjustment training is not required for payment of this service.

If an employer hires a job candidate involved in this service, IVRS does not pay for job development unless IVRS agrees that CRP has performed responsibilities listed as part of a Job Development service.

Job Seeking Skills Training Services/Process

The purpose of Job Seeking Skills Training is to teach a job candidate how to find a job at a level required by the job candidate's needs, and how to apply learned strategies for future employment.

IVRS Responsibilities for Job Seeking Skills Training Services

- Monitor job candidate's progress.
- Participate in scheduled meetings to review and encourage job candidate's progress towards employment.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Job Seeking Skills Training Services

- Provides applicable Job Seeking Skills training to the job candidate or in close coordination with the VR employment plan team.
- Identify barriers and strategies required for remediation.
- Provide training in one or more of the following areas:
 - Writing a resume
 - Interviewing
 - Completing applications
 - Writing follow-up letters
 - Accessing the hidden job market
 - Discussing disability issues
 - Understanding ADA rights in the interview process
 - Making cold calls
 - Practicing interviewing using mock interviews
 - Preparing for work through job readiness, etc.
- Share written report of outcomes and recommendations of Job Skills Training with IVRS counselor and job candidate.
- Refer job candidate on for additional employment services as appropriate.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Job Seeking Skills Training Services

Employment Analysis Section III Assessment/Evaluation Services should be initiated by staff requesting Job Seeking Skills Training Services and completed by the CRP providing this service.

Section III: Assessment/Evaluation Services

If the individual being referred for supported employment services has already completed some form of assessment or evaluation, attach a copy of that report(s) to this form, and complete the following questions. If the report identifies the vendor of the assessment/evaluation and the date, the questions number 1 and 2 may be skipped. This is completed when Discovery is not necessary but the information is needed for supported employment. Indicate if information has been completed as part of Discovery.

1. Please provide information on the job candidate's medical/psychological condition.

2. Has the job candidate had a vocational evaluation/assessment? If so, when/where?

3. Describe this job candidate's social skills.

4. Explain how this job candidate's assessment or current level of performance supports community employment (work skills, work habits, etc.)

5. Benefits Analysis Information: What benefits does this person receive and how would they be affected by additional income?

6. Does the team feel this job candidate is ready for community employment? Yes _____ No _____
Please summarize recommendations for next steps:

7. What are the individual's contributions, interests as they relate to community employment?

(This section is to be completed by the interdisciplinary team that determines the next appropriate step.)

Decision(s)	Action(s)/Date	Party Responsible

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Job Seeking Skills Training Services

Service	Performance Measures	Units
Job Seeking Skills Training Status 10, 10-1, 14, 16, 18-	Barriers identified.	
	Strategies identified.	
	Recommendations for Placement Services.	
	Information shared, questions addressed, and results communicated.	IVRS staff authorize up to 80 units (20 hours) for Job Seeking Skills Training \$9.57/unit \$38.28/hour May be authorized twice if needed, Not To Exceed 160 units (40 hours)

Transportation Training Services/Process

Transportation training teaches the job candidate how to use mass transit to get to and from work. The training includes learning the bus routes appropriate for the job candidate, practice using the bus system with the assistance of a coach, and successfully navigating mass transit demonstrated by independent trials.

IVRS Responsibilities for Transportation Training Services

- Communicate transportation service needs required by job candidate.
- Participate in scheduled meetings to review outcome of Transportation Training.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Transportation Training Services

- Identify barriers and strategies required for remediation.
- Train job candidate on appropriate route to successfully navigate mass transit as demonstrated by independent trials.
- Share written report of outcomes and recommendations of Transportation Training with IVRS counselor and job candidate.
- Provides a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Transportation Training Services

Employment Analysis Section III Assessment/Evaluation Services may complement documentation by a CRP of time expended on Transportation Training Services but **is not required**. In addition to documenting time, a CRP should provide a progress report on the results of this service to IVRS weekly.

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Transportation Training Services

Service	Performance Measures	Units
Transportation Training Status 14, 16, 18-	Identification of the barriers to using mass transit.	
	Routes and strategies to help the job candidate learn how to use mass transit in his living and working environments.	
	Training on the use of mass transit.	
	Fading out of training supports.	
	Recommendations on independence in using mass transit.	IVRS staff authorize up to 20 units (5 hours) for Transportation Training \$9.57/unit \$38.28/hour

Summary Note: This service is not intended to teach a job candidate to drive a vehicle.

Overview of Placement Services

Placement Services include services and activities that provide training to assist the job candidate in obtaining employment including: active job search, development, coaching and follow-up activities necessary to obtain, maintain or advance in employment.

Job Development, Customized Employment and Job Coaching services are available under Supported Employment. Community partners will be utilized to deliver these services based on their ability to achieve outcomes that result in job placements for IVRS job candidates.

Specialized certification in the areas of Job Coaching and Job/Employment Development services are required for personnel delivering these items from the ***Menu of Services***. Staff must be able to develop a plan of graduated progress in the job to be learned according to an efficiently organized and supervised instructional schedule. Services provided should achieve expected outcomes resulting in job placements for IVRS job candidates.

There are currently two entities available to provide Job Coaching and Job/Employer Development training. These include:

- The Association of Persons Supporting Employment First (APSE) which schedules face-to-face trainings quarterly.
- The Iowa Association of Community Providers (IACP) which offers web-based training that is accepted by IVRS at this time.

Placement Service Menu categories include the following:

- ❖ Job Development
- ❖ Customized Employment
- ❖ Supported Job Coaching
- ❖ Job Follow-Up
- ❖ Non-Supported Job Coaching

IVRS cannot consider seasonal work successful unless the employer waives the employee from having to look for a job under Unemployment and commits to bring back the individual for continued employment (ex. construction work).

Job Development Services/Process

Job Development may be authorized whenever a counselor is in need of a vendor to develop a Supported Employment job or provide Customized Employment as part of a Supported Employment Service. For example, if the employment plan calls for supported job coaching and the counselor and job candidate want the provider to assist him/her with job development, then Job Development services would be authorized along with Supported Employment Job Coaching Services.

Job Development services are paid by Medicaid for job candidates 24 and older who receive Waiver services. In these cases, IVRS does not authorize for this service UNLESS the job candidate is on a waiting list for Waiver services. If that is the case, or in cases where an IVRS job candidate does not receive Waiver services, IVRS provides an authorization for Job Development Services to a provider upon acceptance for Supported Employment Services.

The purpose of Job Development services is to place a job candidate on a job in the community working for a business where persons with disabilities are integrated into the workforce earning at least minimum wage or the customary wage of the industry.

IVRS Responsibilities for Job Development Services

- Participate in team meeting to approve placement plan and determine payment responsibilities.
- Participate in scheduled meetings to assess job candidate's progress towards work goal.
- Collaborate with the CRP by making business contacts to support the CRP in job development.
- Develop relationships with employers and provides those leads to CRPs for individual job candidates when appropriate.
- Work with CRP to develop a supported employment training plan with the employer, job coach and job candidate identifying job specific skill requirements, soft skill requirements, teaching strategies, timeframes, and responsibilities.
- Identify and arrange reasonable accommodation(s) with the employer.
- Provide disability-awareness and training to the employer when necessary.
- Provide technical assistance to the employer regarding the training progress as identified on the job candidate's IPE.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Job Development Services

- Identify available job openings consistent with the job candidate's disability, interests, preferences, aptitudes, and individual plan for employment.
- Maintain a job search log of employers contacted with job candidate.
- Contact employers to develop a job specific to the job candidate's IPE.
- Market the job candidate to the employer.
- Accompany the job candidate to interviews (if necessary).
- Assist the job candidate in completing and submitting job applications.
- Advise the job candidate on interviewing, resume revisions, and follow up.
- Recommend work station modifications (if necessary).
- Develop a job for the job candidate with a business or industry that pays commensurate wage at or above minimum wage and offers benefits (whenever possible).
- Complete a job analysis for the specific job that has been developed.
- Negotiate with the employer the essential functions of the job that will serve the business by focusing upon the talents of the job candidate.
- Work with IVRS to develop a supported employment training plan with the employer, job coach and job candidate identifying job specific skill requirements, soft skill requirements, teaching strategies, timeframes, and responsibilities.
- Identify and arrange reasonable accommodations with the employer.
- Develop a plan for natural supports for any job candidate in Supported Employment.
- Provide disability awareness and training to the employer when it is deemed necessary.
- Provide technical assistance to the employer regarding the training progress as identified on the supported employment training plan.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment

Job Coaching services are not included in Job Development. This service is authorized separately in conjunction with Supported Employment Services.

Employer development is part of job development as a service provided to the business customer while gaining a benefit for the job candidate. Expectations of the business are communicated with all partners working with the IVRS job candidate in Job Development services. Examples of employer-focused activities include: marketing, education, technical assistance, job analysis and customized training tools.

The **Supported Employment Placement Agreement SEPA** Section IV of the Employment Analysis form is completed by the Team.

If the interdisciplinary team determines that the Job Candidate demonstrates the appropriate work habits, behaviors and skills for community work, team members complete Section IV with the appropriate funding source.

Desired Vocational Goal:

Expected wage:

Work Schedule:

Work Schedule:

•

CRP Responsibility:

✓ **Who will provide/fund long term follow-up, advancement and placement support?**

✓ ***What are the training needs for this person to be successful on a job in the community?***

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Forms for Job Development Services

There are four forms associated with Job Development Services. The first form completed by the TEAM is the **SEPA** (Supported Employment Placement Agreement) which drives Job Development Services.

1. The **SEPA** form is agreed upon and signed at a team meeting. This form outlines responsibilities for placement activities and includes projected timeframes, training needs, follow-up support and dates for accomplishing SES.



Section IV.docx

2. **Job Development Log** form lists the businesses contacted on behalf of a job candidate by the CRP that is contracted to provide Job Development Services. This form should be kept and available for IVRS review to document contact and marketing efforts with businesses, including any recommendations for work-site modifications.



Job Development
Log.doc

3. **Job Development Monthly Report** form is submitted to IVRS staff by a CRP each month to document the CRP's progress in providing Job Development Service. It also substantiates an IVRS job candidate's placement in a competitive integrated business or industry that pays commensurate wage at or above minimum wage.



Job Development
Log.doc

4. **Job Analysis** form is completed by a CRP once a job offer is obtained and provided to IVRS for review. CRP staff complete a **Job Analysis** for the specific job that has been developed (identifying job specific requirements, soft skill requirements, teaching strategies, timeframes and responsibilities). When training and/or technical assistance is provided, documentation of results is forwarded to IVRS.



Job Development
Monthly Report forr

JOB ANALYSIS

General Information

Company Name: _____

Location: _____

Telephone Number: _____ Fax: _____

Title of Job: _____ SOC Code: _____

Starting wage: _____ Time to raise: _____

Status:

<input type="checkbox"/> Part-time	<input type="checkbox"/> Full-time
------------------------------------	------------------------------------

Hours of work shift: _____ Hours per day: _____

Supervisor: _____

Essential Functions of the job

Please list the duties or responsibilities that are essential functions of this position. Essential job functions are defined as those fixed parts of defined job that cannot be reassigned easily to other workers:

- 1.
- 2.
- 3.
- 4.
- 5.

Unmet Needs of the job

What are some duties of the job that another person could do to free up time allowing the person to do the essential functions?

- 1.
- 2.
- 3.
- 4.

Job Duties and Tasks

Appearance Requirements:

Clothing: _____ Uniform required _____ Casual clothing _____ Business Clothing

Appearance:

_____ Grooming of little importance _____ Cleanliness not required
_____ Neat & Clean required _____ Grooming very important

Comments:

Physical Demands:

Endurance (without breaks)

_____ Work required for <2 hours

_____ Work required for 3-4 hours

_____ Work required for 2-3 hours

_____ Work required <4 hours

Lifting

Very heavy (over 100 pounds)

Heavy (up to 100 pounds)

Medium (up to 50 pounds)

Light (up to 20 pounds)

No lifting (under 10 pounds)

often

>70% of day

sometimes

31%-69%

rarely

>30% of day

Work Pace:

_____ Slow pace
_____ Sometimes fast pace

_____ Average pace
_____ Continual fast pace

Task Perseverance

_____ Frequent prompts available
_____ Intermittent prompts available
(High supervision)

_____ Intermittent prompts available (little supervision)
_____ Infrequent prompts available

Orienting

_____ Stay in one room
_____ More than one building

_____ Move throughout the building
_____ Building and grounds

Comments:

Mark by the frequency that each occurs. Check the appropriate box below.

NA= Not applicable.....0% of the time
R= Rarely.....<5% of the time
O= Occasional.....5-25% of the time
F= Frequent.....25-75% of the time
C= Constantly.....75% or more of the time

	N/A	R	O	F	C	Description
1.						Balancing
2.						Carrying
3.						Climbing
4.						Crawling
5.						Crouching
6.						Driving
7.						Fingering
8.						Handling
9.						Hearing
10.						Kneeling
11.						Overhead work
12.						Pulling
13.						Pushing
14.						Reaching
15.						Sitting
16.						Standing
17.						Stooping
18.						Talking
19.						Twisting
20.						Vision
21.						Walking
22.						Other

Technical skills

_____ Mechanical ability
_____ Computer skills/ability
_____ Other

_____ Spatial ability
_____ Telephone skills

Additional comments: _____

Mark by the frequency that each occurs. Check the appropriate box below.

NA= Not applicable.....0% of the time
R= Rarely.....<5% of the time
O= Occasional.....5-25% of the time
F= Frequent.....25-75% of the time
C= Constantly.....75% or more of the time

Cognitive Requirements

	N/A	R	O	F	C	Description
1.						Analysis/synthesis
2.						Planning/Organization
3.						Define problems
4.						Identify solutions/options
5.						Set goals
6.						Information gathering/observing
7.						Inferring/restructuring
8.						Comparing/classifying

9. Evaluating
10. Multi-tasking
11. Memory and learning
12. Listening comprehension
13. Written comprehension
14. Oral expression
15. Written expression
16. Learning and recall
17. Rapid processing
18. Monitoring
19. Persistence and tenacity

Additional comments: _____

Social Skills

Work setting:

_____ Work alone

_____ Work with others

Social Interactions

_____ Not required

_____ Required somewhat

_____ Required infrequently

_____ Required frequently

Types of Interactions

_____ None/minimal

_____ Telephone

_____ Face to face

_____ Oral Presentations

_____ Electronic Communications

_____ Group meetings

_____ Other

Contacts:

_____ Supervisors

_____ General Public

_____ Co-Workers

_____ Employees outside department

_____ Contractors/Suppliers

_____ Business representatives

_____ Customers

_____ Other

Social Skills Requires:

_____ Eye contact

_____ Coordination

_____ Persuasion

_____ Negotiation

_____ Compromising

_____ Instructing

_____ Following directions

_____ Initiating conversation

_____ Asking for help

_____ Giving/receiving feedback

_____ Personable

_____ Confidence

_____ Listening

_____ Other: _____

Does position direct work of any other workers (not supervise but act as lead worker)?

_____ Yes

_____ No

If yes, describe: _____

Additional Comments: _____

Cultural Environment

Describe the personal characteristics of your ideas employee:

- 1.
- 2.
- 3.
- 4.

What are some of the hidden rules?

What is being on time?

Are breaks announced or does person need to be independent in taking breaks?

Rules on cell phones?

Attendance- points or what does this look like?

Is there a hidden hierarchy? (people who THINK they are in charge)

Other

Environmental Conditions

Primary Conditions

_____ Work inside

_____ Work outside

Describe the environments(s) with respect to accessibility: _____

Exposing Conditions

- | | |
|---|---|
| <input type="checkbox"/> Adequate work space | <input type="checkbox"/> Adequate ventilation & air quality |
| <input type="checkbox"/> Adequate lighting | <input type="checkbox"/> Air conditioning |
| <input type="checkbox"/> Comfortable temperatures | <input type="checkbox"/> Other: _____ |

Specifics/Comments: _____

Visual & Hearing Sources:

- | | |
|--|--|
| <input type="checkbox"/> Brailled signage | <input type="checkbox"/> TTY |
| <input type="checkbox"/> Written materials | <input type="checkbox"/> Visual displays |
| <input type="checkbox"/> Audible sounds/alarms | |
| <input type="checkbox"/> Other: _____ | |

Specifics/Comments: _____

Please list any equipment, tools, machinery that is used for this position:

Equipment or device

Details of task performed

Ergonomic Conditions

List & describe: _____

Supportive Accommodations

List and describe: _____

Educational Requirements of the Job

Schooling (check highest level required):

- | | |
|--|--|
| <input type="checkbox"/> Grade 8 | <input type="checkbox"/> Grade 9 |
| <input type="checkbox"/> Grade 10 | <input type="checkbox"/> Grade 11 |
| <input type="checkbox"/> Grade 12 or GED Equivalent | <input type="checkbox"/> High school plus specialized training |
| <input type="checkbox"/> Vocational/technical/business schooling | <input type="checkbox"/> Some college/ Associates degree |
| <input type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Master's degree |
| <input type="checkbox"/> Doctoral Degree | |

License or certificate required (specify): _____

Years of related job experience required: _____

Would and OJT help qualify a person: _____

Are there any prerequisite training requirements for the position, if so, please elaborate on the nature and extent of training required:

Additional comments: _____

Additional Requirements

- | | |
|---|--|
| <input type="checkbox"/> Residency | <input type="checkbox"/> Clearances |
| <input type="checkbox"/> Health Screenings | <input type="checkbox"/> Drug testing |
| <input type="checkbox"/> Criminal back ground check | <input type="checkbox"/> Physical assessment |
| <input type="checkbox"/> Drivers/CDL license | <input type="checkbox"/> Other: _____ |

Qualifications and Training

Does the work require use of a computer?

☐ Yes

☐ No

If yes, what type of work is involved?

List software used

Data entry

Create and modify word processed documents

Create and modify complex spreadsheets

Desktop publishing

Advanced bookkeeping, running an accounting program

System support and programming: hardware

installation & repair, software installation &

troubleshooting

Other- Specify:

What computer programs and/or systems are required for use? _____

What additional training is required to perform the job? _____

What reading and understanding is required on a regular basis?

- _____ Understand verbal work orders and instructions
- _____ Read short notes, brief forms or instructions
- _____ Read material such as detailed forms, standard memos, or letters
- _____ Read and understand materials such as detailed operating procedure manuals, case histories, blueprints and diagrams?
- _____ Read & understand material such as specialized and technical manuals
- _____ Please give examples of the above: _____
- _____ Write materials such as standard memos, letters or detailed forms Examples?
- _____ Take minutes of meetings or dictation? Examples?
- _____ Write straightforward material such as progress reports, procedures on non-standard letters? Examples?
- _____ Write complex material such as specialized and technical reports? Examples?

What mathematical skills are required on the job?

- _____ Little or no mathematical work
- _____ Calculating percentages, ratios, averages
- _____ Reading a tape
- _____ Calculation using mathematical formulas or pre-established equations (i.e. calculus, standard deviations, coefficients of variation etc.)
- _____ Identification and application of a wide range of mathematical or statistical concepts
- _____ adding, subtracting, multiplying, dividing
- _____ Conversion of decimals to fractions

Post Hire Training

Is employee training provided post-hire?

_____ Yes _____ No

If yes, name and job title of trainer: _____

If yes, describe the training: _____

Does employee watch videos?

_____ Yes _____ No

Is employee required to read a manual or policies?

_____ Yes _____ No

Is there staff available to help persons who may not understand?

_____ Yes _____ No

Suggestions to assist in training process: _____

Supervisory Relationship

Job title of immediate Supervisor: _____

Name of Immediate Supervisor: _____

Does this position report to anyone else?

_____ Yes _____ No

If yes, provide the name and title: _____

Degree of Autonomy:

- _____ Works under direct (close) supervision
- _____ Works under minimal supervision
- _____ Works independently

Other/Explain: _____

Supervisory support (check applicable):

- _____ Provides new hire orientation
- _____ Provides work direction
- _____ Assists with problem solving
- _____ Assigns work
- _____ Oversees work
- _____ Reviews work performances
- _____ Evaluates work performances
- _____ Provides disciplinary action if needed
- _____ Other/ Describe: _____

Disagreeable Conditions

Is there some degree of unpleasantness in the day-to-day activities of your job? Write a brief description describing the condition and if it is not applicable, please write N/A:

Body wastes/fluids
Chemical/Cleaning Substances
Dust/Dirt
Extreme temperatures
Grease/Oil
Inclement weather
Infectious disease
Lack of privacy
Lack of workspace
Moisture/steam
Noise
Odor
Smoke/fumes
Travel
Vibration
Other- specify

Safety Measures

What precautions of safety measures are required for the position?_____

Is safety training available or required?_____

I have reviewed and agree with the analysis of the job.

Business Representative Signature

Date

CRP Representative

Date

IVRS Counselor

Date

IVRS and CRP information for Job Development Services:

- Job Development services begin immediately following the completion of the SEPA and continue until a job is obtained. Progress in this service is reviewed and updated every 30 days with information provided by a CRP to IVRS. A team meeting should occur every 60 days, although may be requested by any party more often depending on each case.
- Job Development activities are performed under contract with IVRS and the Job Developer will acknowledge their services to the employing community as a contractor for Iowa Vocational Rehabilitation Services.
- CRP secures job opportunities for the IVRS job candidate using all appropriate resources to include Iowa Workforce and other services such as resume writing, job seeking/keeping workshops, or other employment services as needed.
- CRP directly and in-person contacts employers on behalf of the job candidate and IVRS to obtain information on job openings and to develop job for the job candidate.
- CRP conducts on-site job analysis, assists employers in identifying, modifying, and eliminating environmental barriers and provides for assistive technology or rehabilitation engineering consultation when appropriate.
- CRP in cooperation with IVRS staff, educates the employers about disability-related issues, including pertinent legislation.
- CRP networks with IVRS staff and other community agencies in the service area to coordinate contacts with employers. CRP provides employment preparation services if refinement is needed (updated resume, interview skills, etc.) as part of Job Development, or as identified in the IPE.

EMPLOYER DEVELOPMENT

❖ **On-the-Job Training:**

On-the-Job Training – TRAINEE: *see Non-Supported Employment Job Coaching Services.*

On-the-Job Training – EMPLOYEE: *Under certain circumstances where the job coach provides job specific skills training to the individual, but the employer requires some extensive training on how to work with the specific disability needs of the individual to create natural supports on the job, it may be necessary to provide On-the-Job-Training while simultaneously paying for Supported Employment Services.*

Each decision to do so is a case by case basis, and is generally done because the level of involvement from the business and the job coach together is quite extensive, and without which could result in a negative employment outcome.

Supervisory approval is needed to sign-off on an OJT. It is rarely used but available under a Supported Employment Plan.

The IVRS case remains in status 18-6. This is typically provided for individuals for whom Discovery was a necessary service and requires a coordinated training approach to be successful.

OJT Employee Training Plan

Employee: _____ Job Title _____
Rating Scale: NI – Needs Improvement, SL – Still Learning, C- Competent

Job Skill	Training Schedule	Rating (NI, SL, C)	Comments
Soft Skills: Relationships with co-workers, ethical, acceptance of constructive criticism, initiative, understands workplace culture, judgment			
Job Retention Skills: Dependability, attendance, adheres to dress code, follows work rules			

Signature of Employer

Signature of Employee

Date

Date



TrainingPlanEmployeeOJT.doc



TrainingAgreementEmpOJT.doc

Monthly documentation from CRP to IVRS for Job Development Services includes:

1. Dates of meeting with job candidate and nature of the meeting.
2. Date and all employers contacted on behalf of the consumer including the nature of the contact (phone, in-person, business tour, in-depth meeting).
3. Feedback from previous employer contact (job filled, no openings).
4. A description of employment preparation services provided.
5. A description of any newly identified barriers to successful employment.
6. Requests for technical assistance from IVRS or other collaborative partners.
7. Total hours from CRP for Job Development services this month:
8. Work information (if relevant):
 - Location
 - Position
 - Hours
 - Worked Wages
9. Other:
10. CRP Signature: _____ Date: _____

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Job Development Services

Service	Performance Measures	Units
Job Development Status 18-6 06 as needed	Identify job openings consistent with the job candidate's disability, interest, preferences, aptitudes and Individual Plan for Employment. Complete job search log of employers contacted.	
	List of businesses contacted and outcomes of development activities recorded monthly. <u>Team meeting held within 60 days to discuss progress in job development; followed by consistent updates and service coordination on progress towards competitive employment.</u>	
	Completion of job analysis and ideas on job carving if applicable. Negotiation with business and industry for customized employment if necessary.	
	Job developed that is consistent with the job candidate's informed choice and IPE. Job is at commensurate wage.	IVRS staff authorize up to 160 units (40 hours) for Job Development Services. \$16.53/unit \$66.12/hour May authorize a second time if needed for an additional 80 units (20 hours). TOTAL 240 units (60 hours)

Summary Note: Job Development authorization for Supported Employment Services requires the identification of long-term supports prior to the development of an Individual Plan for Employment.

Customized Employment

The purpose of Customized Employment is to create employment through negotiation or job carving instead of using the traditional approach of matching a person to an existing job. Customized Employment is provided in conjunction with Supported Employment Services which requires a **Supported Employment Placement Agreement (SEPA)** to be completed, and requires a **written report of a job offer**.

Customized Employment can be authorized when the required **Job Analysis** documents a new or revised job description is received.

Customized Employment services can be used in conjunction with a Supported Employment Service (IVRS Status 18-6). Customized Employment (CE) assumes the employability of every job candidate and has been used successfully in serving individuals with the most significant disabilities. Within a business, CE is used to determine an employer's unmet needs.

Customized Employment is defined as *"a flexible process designed to personalize the employment relationship between a job seeker and an employer in a way that meets the needs of both."*

- ❖ Customized Employment differs from typical employment practices that aim first to successfully place a job candidate within the context of competitive hiring processes and then to provide supports as needed to maintain employment. CE is based on an individualized determination of the strengths, needs, and interests of a job candidate matched to the business needs of the employer. Potential benefits for the business includes: reduced turnover; reduced downtime; effective allocation of staff resources; increased accuracy, improved quality.

A SES job can be considered Customized Employment as noted in the following information:

- ✓ CE uses negotiation to customize a job between a job seeker, the job tasks, the work environment and employer;
- ✓ CE results in a personalized job description and/or employer expectations that did not exist prior to negotiation;
- ✓ CE utilizes an array of strategies to address a job candidate's needs and tailors job tasks and duties accordingly;
- ✓ CE creates a job that did not currently exist;
- ✓ CE carves out specific tasks in a current job or position;
- ✓ A job is developed that is consistent with the job candidate's informed choice and IPE and paid at commensurate wage; and
- ✓ CE is used to develop and negotiate jobs and work tasks that create value for the business and utilize the talents and contributions of the job candidate.

IVRS Responsibilities for Customized Employment Services

- Review proposed job description submitted by CRP and generate payment upon approval of report.
- Participate in scheduled meetings to assess job candidate's progress towards employment goal.
- Discuss training strategies necessary for job candidate's success.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Customized Employment Services

- Connect with employer to understand their needs and analyze worksite.
- Negotiate with business and industry for customized employment services.
- Complete job analysis and ideas on job carving.
- Report on businesses contacted and outcome of development activities are provided to IVRS monthly.
- Job is developed that is consistent with job candidate's informed choice and Individual Plan for Employment.
- Schedule staffing within one month to discuss progress with job candidate and team.
- Provide job description that documents the job is unique, different, or reflects a position that did not currently exist.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Customized Employment Services

General Information

Company Name: _____

Location: _____

Telephone Number: _____ Fax: _____

Title of Job: _____ SOC Code: _____

Starting wage: _____ Time to raise: _____

Status:

☐ Part-time

☐ Full-time

Hours of work shift: _____ Hours per day: _____

Supervisor: _____

Essential Functions of the job

Please list the duties or responsibilities that are essential functions of this position. Essential job functions are defined as those fixed parts of defined job that cannot be reassigned easily to other workers:

- 1.
- 2.
- 3.
- 4.
- 5.

Unmet Needs of the job

Duties to be performed by the IVRS job candidate to free up time for other employees to carry out the essential functions of the job.

- 1.
- 2.
- 3.
- 4.
- 5.

CRP documentation showing the job is unique and different from the original job description, or an entirely new job that has been created that had not previously existed.

CRP Signature: _____ Date: _____

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Customized Employment Services

Service	Performance Measures	Units
Customized Employment Status 18-6	Negotiation with business and industry for Customized Employment Services to explore job creation, modification and/or unmet need(s).	
	List of businesses contacted and outcomes of development activities recorded. <u>Team meeting held within 60 days to discuss progress in job development; followed by consistent updates and service coordination on progress towards competitive employment.</u>	
	Report on business contacts, results, applications submitted, job carve job description documented showing that the job is unique and different from the original job description, or an entirely new job that has been created that had not previously existed.	IVRS staff authorize up to 40 units (10 hours) for Customized Employment Services. \$16.53/unit \$66.12/hour

Summary Note: It is anticipated that if payment is authorized for Customized Employment, Job Development will be authorized by either IVRS, or in combination of funds shared by IVRS and DHS/Waiver as part of a Supported Employment Service.

Supported Job Coaching Services/Process

The purpose of Supported Job Coaching is to provide job coaching services that are needed for the job candidate to work in an integrated setting at a business at a commensurate wage that is at or above minimum wage and offers benefits (whenever possible). Supported Job Coaching trains the job candidate on the appropriate job specific skills, work habits, behaviors, socialization, and adjustment to the job so that the job candidate will maintain competitive employment commensurate with the job candidate's disability and individual plan for employment.

IVRS does not authorize for Supported Job Coaching if the job candidate age 24 or older receives services under a Waiver (Medicaid).

Prior to authorizing for Supported Job Coaching, there must be an agreement to provide long-term follow up and job coaching after fading. Supported Job Coaching is intensive training provided on the job by a job coach who has specialized skill in training individuals with the most significant disabilities to learn the specific work tasks, work habits and behaviors to reach competitive employment.

As part of the initial Supported Job Coaching service, the CRP should identify strategies to reach job stabilization and provide timelines anticipated for the job candidate to transition into extended supported employment supports.

IVRS Responsibilities for Supported Job Coaching Services

- Identify long-term follow-up services and funding support when the IVRS file is stabilized.
- Document long-term supports on Individual Plan for Employment prior to case closure.
- Ensure job candidate is working in a competitive integrated job, earning commensurate wage that is at or above minimum wage.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Supported Job Coaching Services

- Connect with employer to understand the training needs of the new hire and ensure employer satisfaction.
- Analyze worksite and workstation to arrange appropriate accommodations for the new hire on the job.
- Develop job coach plan consistent with individual training needs for IVRS approval.
- Train new hire in areas needing additional skills such as social or advocacy.
- Provide on-the-job training to new hire until job skills are learned and work performance, habits and behaviors are appropriate.
- Work with employer and co-workers to ensure understanding of disability-related issues or training (if needed) for new hire become an integral part of the business.
- Document discussion with employer once a decision is made that new hire's job is stable and suitable.
- Document time spent with employer and new hire, and provide report that outlines number of hours devoted to job coaching and training.
- Provide notice of job stabilization to IVRS for payment indicating plan for continued job coaching.
- Submit documentation of employer satisfaction with written report when stabilization occurs.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Supported Employment Job Coaching Services

Monthly documentation on Job Coaching services is expected to be provided by a CRP to IVRS unless other arrangements are made. Job Coaches should report the following:

1. A list of dates job coaching was provided:
2. A list of the type of support provided and progress by job candidate to become independent in employment:
3. Name of job coach(es) and immediate supervisor:
4. A description of how multiple coaches (if utilized) communicated needs for support:
5. A list of employment barriers and strategies to address them:
6. Timelines anticipated to reach stabilization and plan for fading:
7. Methods used to secure natural supports and identification of natural supports including names of co-workers identified:
8. Notification on contact made for transfer to Medicaid funds or natural supports.
9. Date scheduled for progress meetings, if needed:
10. Total hours from CRP for Job Coaching services this month:
11. Other:

CRP Signature: _____ Date: _____

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Supported Job Coaching Services

Service	Performance Measures	Units
Supported Job Coaching Status 18-6	Long-term follow up is identified and agreed to by vendor.	IVRS initial authorization NTE 320 units (up to 80 hours). \$11.29/unit \$45.16/hour
	Job coach assesses the job candidate's adaptive behaviors, work skills, habits, and socialization on the job and provides training to address needs.	
	Job coach trains the employer and co-workers on job candidates training needs and strategies.	
	Training provided on the job, one-on-one with the job candidate until level of job coaching that is necessary is determined by the point of stabilization.	Extension can be done for additional 160 units (up to 40 hours within two months).
	Stabilization is reached when the job candidate, employer, IVRS counselor and CRP determined that the job performance is acceptable and maintainable.	
	Job coaching is provided at the level identified on the monthly documentation form and the job candidate maintains suitable and stable employment.	
Status 22	Employer and job candidate decide that the job is stable and suitable with the amount of job coaching identified on the monthly documentation form. (Status 22).	Supported Employment Job Coaching Services cannot exceed a total of 120 hours (480 units) OR extend beyond two months without an exception.

Summary Note: If the Job Candidate loses their job at any time prior to the 90-day outcome, the team - together with the Job Candidate - will determine the feasibility of pursuing another employment opportunity.

Job Follow-Up Services

IVRS EXCEPTION IS REQUIRED FOR THIS SERVICE

The purpose of job follow-up is to monitor a job candidate's performance on the job when the job candidate is placed without any job coaching services. The outcome of the job follow-up is that the job candidate maintains employment evidenced by the employer's verification that, as of that date, the job is stable and job candidate's performance is suitable.

Job Follow-Up services require that the CRP maintain regular contact with the employer and job candidate after the initial job placement. Job follow-up services may be necessary when there are questions on the job candidate's:

- ❖ Ability to maintain employment;
- ❖ Need for accommodations; and
- ❖ Need to provide training strategies to the employer.

IVRS Responsibilities for Job Follow-Up Services

- Obtain supervisory approval to authorize this service under an exception before proceeding with a service request to a CRP/partner.
- Establish follow-up strategies and specified timeframes per agreed-upon strategies.
- Communicate areas of concern to CRP and revisit strategies as needed.
- Monitor and approve payment documentation to service provider.
- Ensure job candidate is working in a competitive integrated job, earning commensurate wage that is at or above minimum wage.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Job Follow-Up Services

- Develop a plan for Job Follow-Up Services that addresses the needs of the job candidate and the employer for IVRS approval.
- Connect with employer to understand the training needs of the new hire and ensure employer satisfaction.
- Provide follow-up services to new hire based on the areas of need identified by employer.
- Work with employer and co-workers to ensure understanding of disability-related issues or training (if needed) for new hire become an integral part of the business.
- Document discussion with employer once a decision is made that new hire's job is stable and suitable.
- Document time spent with employer and new hire, and provide report that outlines number of hours devoted to Job Follow-Up Services.
- Provide notice of job stabilization to IVRS for payment indicating plan for continued job coaching.
- Submit documentation of employer satisfaction with written report when stabilization occurs.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Job Follow-Up Services

Monthly documentation for Job Follow-Up Services is expected to be provided by a CRP to IVRS unless other arrangements are made. Please use the form below for **Job Follow-Up Services**

Job Candidate Name:

CRP staff name:

IVRS counselor:

Responsibilities for team members:

- Job Candidate
- IVRS
- CRP staff

Short and long-term goals for Job Follow-Up Services:

Date Job Follow-Up services began:

Name of employer:

Name of supervisor:

Address and zip code of business:

Job title:

Job duties:

Current wage:

Current hours per week:

Current benefits:

Description of Job Follow-up Services provided:

Feedback on progress in Job Follow-Up:

Explanation of newly identified barriers to successful employment:

Specific questions or concerns to address:

Written description of reason for continued Job Follow-Up services:

Anticipated timeline to reduce Job Follow-Up service to monthly:

Expected date for stabilization:

CRP Representative signature: _____

(Employer signature may also be requested) _____

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Job Follow-Up Services

Service	Performance Measures	Units
Job Follow-Up Status 22, 32	Establish follow-up strategies and specified time frames per agreed strategies.	
	Problems that arise are discussed with IVRS counselor along with need to revisit strategies.	
	Follow-Up reduced to monthly.	
	Job candidate is an employee working in a suitable job and the job is stable.	\$11.29/unit, \$45.16/hour

Summary Note: If a job candidate does not want the employer to be contacted, this service is not appropriate.

Non-Supported Employment Job Coaching Services

IVRS EXCEPTION IS REQUIRED FOR THIS SERVICE

The purpose of Non-Supported Employment Job Coaching is to provide training either on the job or away from the worksite by a job coach who has specialized skill in training individuals with disabilities to learn the specific work tasks, work habits and behaviors. Non-Supported Employment Job Coaching is appropriate for job candidates who are able to eventually work independent of job coaching. It is expected that the job candidate will become competitively employed in a job compatible and satisfactory to the job candidate, and is consistent with the Individual Plan for Employment.

Non-Supported Employment Job Coaching is only provided when the counselor and job candidate determine that the job candidate may need some job coaching and is expected to work independently without coaching by the time the IVRS case file is stabilized.

On-the-Job Training (Trainee) may be used in conjunction with this service.



Non-Supported Employment Job Coaching may be defined by:

- ❖ The job candidate requires minimal prompting and guidance in addressing work habit and behavioral difficulties.
- ❖ The coach works with the employer to understand the training needs of the job candidate.
- ❖ The coach provides training strategies to the employer so that the employer may provide future training once the IVRS file is closed.
- ❖ The coach analyzes the work site and workstation to arrange appropriate accommodations for the job candidate on the job.
- ❖ The job coaching is a time limited service in which long-term support isn't necessary in order for the job candidate to maintain employment.
- ❖ The quantity of job coaching for one-on-one training, while the job candidate is learning the job, will last until the skills are learned.
- ❖ The job is considered permanent and stable once the job coaching has faded and the employer is satisfied with the job candidate's performance on the job.
- ❖ The job coaching may be resumed after the job is considered stable if additional training for new assignments is necessary.

IVRS Responsibilities for Non-Supported Employment Job Coaching Services

- Obtain supervisory approval to authorize this service under an exception before proceeding with a service request to a CRP/partner.
- Approve Job Coaching Plan that includes worksite analysis from CRP/partner.
- Communicate areas of concern to CRP and revisit strategies if needed to facilitate job candidate's progress.
- Document timeframes anticipated for stabilization to occur.
- Monitor and approve payment documentation to service provider.
- Ensure job candidate is working independently in a competitive integrated job, earning commensurate wage that is at or above minimum wage.
- Problem-solve with team to address issues hindering progress as needed.

CRP Responsibilities for Non-Supported Employment Job Coaching Services

- Develop a plan for job coaching consistent with the job candidate's training needs for IVRS approval.
- Work with employer to understand the training needs of the job candidate.
- Analyze worksite and workstation to arrange appropriate accommodations for the new hire on the job.
- Provide one-on-one training to job candidate until job skills are learned and work performance, habits and behaviors are appropriate.
- Work with employer and co-workers to ensure understanding of disability-related issues or training (if needed) for new hire become an integral part of the business.
- Share training strategies with the employer so that they may provide future training once the IVRS file is closed.
- Document discussion with employer once a decision is made that job candidate's job is stable and suitable.
- Provide notice of job stabilization to IVRS for payment indicating plan for continued job coaching.
- Provide a written report to IVRS itemizing the time period billed, hours worked, payment amount and documentation in achievement of performance measures.

Form for Non-Supported Employment Job Coaching Services

Monthly documentation for Non-Supported Employment Job Coaching Services is expected to be provided by a CRP to IVRS unless other arrangements are made. Please use the form below for:

Non-Supported Employment Job Coaching Services

Job Candidate Name:

CRP staff name:

IVRS counselor:

Responsibilities for team members:

- Job Candidate
- IVRS
- Job Coach

Short and long-term goals for Non-SE Job Coaching Services:

Date Non-SE Job Coaching Services began:

Name of employer:

Name of supervisor:

Address and zip code of business:

Job title:

Job duties:

Current wage:

Current hours per week:

Current benefits:

Description of Non-SE Job Coaching Services provided:

Feedback on progress in Non-SE Job Coaching Services:

- Job Candidate:
- Employer:

A list of employment barriers and strategies to address them:

Anticipated timeline to reduce Follow-Up service to monthly:

Expected date for stabilization:

Written description of reason for continued Non-SE Job Coaching Services:

Methods used to secure natural supports and identification of natural supports including names of co-workers identified:

Type of follow-up needed with employer after Non-SE Job Coaching Services end:

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Payment Schedule for Non-Supported Employment Job Coaching Services

Service	Performance Measures	Units
Non-Supported Job coaching Status 22, 32	Job Coaching Plan developed, with worksite/station analysis that is consistent with job candidate's training needs. Follow up with the employer and job candidate per coaching plan after the one-on-one training ends.	
	One-on-one training occurs with the job candidate until the skills are learned. Coach trains employer on training strategies and natural supports.	
	Follow-up with the employer per coaching plan after the one-on-one training ends.	
	Job candidate works independently and/or with natural supports. Job candidate and employer are satisfied and job stability is achieved.	\$11.29/unit, \$45.16/hour

Employment Service Codes for FFY2017

Discovery	48 Units (up to 12 Hours)	\$9.57/unit \$38.28/hour
Workplace Readiness Assessment	60 Units (up to 15 hours)	\$16.53/unit \$66.12/hour
Comprehensive Vocational Evaluation	40 Units (up to 10 Hours)	\$16.53/unit \$66.12/hour
Job Shadowing Assessment	40 Units (up to 10 hours)	\$9.57/unit \$38.28/hour
Career Exploration	40 Units (up to 10 hours)	\$9.57/unit \$38.28/hour
Occupational Skills Training	Fee Schedule	http://www.ivrs.iowa.gov/partners/CRP/OST2016.docx
Work Adjustment Training	80 Units (up to 20 hours) May be authorized twice NTE 160 units, 40 hours	\$16.53/unit \$66.12/hour
Job Seeking Skills Training	80 Units (up to 20 hours) May be authorized twice NTE 160 units, 40 hours	\$9.57/unit \$38.28/hour
Transportation Training	20 Units (Up to 5 hours)	\$9.57/unit \$38.28/hour
Job Development	160 Units (up to 40 hours) Can authorize a second time for additional 80 units (20 hours). Total 240 Units/60 hrs.	\$16.53/unit \$66.12/hour
Customized Employment	40 Units (up to 10 hours)	\$16.53/unit \$66.28/hour
Supported Employment Job Coaching	Initial authorization NTE 320 Units (up to 80 hours). Extension can be done for additional 160 units (up to 40 hours) for a total NTE 480 Units, up to 120 hours, within 2 months, then exception is required. This is funded through stabilization, then previously identified supports should take over: natural supports or extended funding supports.	\$11.29/unit \$45.16/hour
Job Follow-up	Exception Required	\$11.29/unit \$45.16/hour
Non-Supported Job Coaching	Exception Required	\$11.29/Unit \$45.16/hour
Unit = 15 minutes	Menu of Service Manual has information on documentation requirements and quality indicators http://www.ivrs.iowa.gov/partners/partners.html	

Forms

Referral information:



Employment
Analysis Section I.doc

Discovery forms



Section II Discovery
Plan.doc



Section II Discovery
Team Meeting Dialo



Positive Personal
Profile.docx

Workplace Readiness Assessment forms



CRP Stipend
Worksheet.xlsx



Employment
Analysis Section III.d

Comprehensive Vocational Evaluation form



Employment
Analysis Section III.d

Job Shadow Assessment form



Employment
Analysis Section III.d

Career Exploration Assessment form



Employment
Analysis Section III.d

Work Adjustment Training forms



CRP Stipend
Worksheet.xlsx



Employment
Analysis Section III.d

Job Seeking Skills form



Employment
Analysis Section III.d

Transportation Training form



Employment
Analysis Section III.d

Occupational Skills Training form



Progress
Report.doc

Job Development forms



SEPA Section
IV.docx



Job Development
Log.doc



JOB ANALYSIS.docx

Job Analysis Samples



SAMPLES for cabin.
docx.docx



cabin coffee.docx



Job Development
Monthly Report forr

On-the-Job Training – Employee

OJT forms

On-the-Job Training – Trainee



TrainingPlanEmploy
eeOJT.doc



TrainingAgreement
EmpOJT.doc



OJT with Stipend
Agreement (Trainee)

Customized Employment form



Customized
Employment Service:

Supported Employment Job Coaching form



Supported
Employment Job Co:

Job Follow-Up form



Job Follow.docx

Non-Supported Employment Job Coaching form



Non-Supported
Employment Job Co:

